



## Student Grievance Procedure

### Abraham S. Fischler College of Education

The Student Grievance Procedure for the Abraham S. Fischler College of Education (FCE) serves as a second and final level of appeal for resolving disputes between students and the administration or faculty. Students who do not achieve a satisfactory resolution through a formal appeal may file a grievance through the Office of Student Judicial Affairs.

This level of appeal provides students with an opportunity to (a) counter (not rebuke) an unfavorable outcome by the appeals committee and/or (b) introduce new information that may not have previously been disclosed. The written grievance statement should describe concisely (a) all relevant facts in response to the appeal committee's decision, and (b) the desired resolution; the statement should not be merely a reiteration of the appeal.

The grievance material (i.e., the Grievance Form, written statement, and supporting documentation) must be properly completed and on file in the Office of Student Judicial Affairs within fifteen (15) days following receipt of correspondence disclosing the appeal committee's decision.

- A. A three-member committee consisting of faculty and/or administrators, presided over by a chairperson in a non-voting capacity, shall meet on a monthly basis, or as needed, to review grievances. Faculty and/or administrators serving on the committee will not have had any prior knowledge of the grievance under review. Neither the student, nor the administrator or faculty member against whom a grievance is filed, may attend the committee's review in person. All parties involved (i.e., students, administrators or faculty members) are represented by written statements and any applicable supporting documentation setting forth their position. In addition to submitting written statements, each party involved is provided an opportunity to address the committee during its review and answer questions from committee members via an optional teleconference.
  1. Teleconferences are scheduled no less than one week in advance of the committee's meeting date. Only the individual party involved may participate in a teleconference with the committee; no other person may participate or listen to the teleconference. Teleconferences with the parties involved are conducted separately with the student addressing the committee first. Each party involved in the grievance will be given a 30 minute window during which the committee will call a previously provided telephone number. Dates, times, and telephone numbers are verified via e-mail.
    - a. If either of the parties involved is not responsive to attempts to schedule a teleconference, the teleconference will be forfeited; the committee will then base its decision on the written information provided and on the other party's teleconference testimony, if given.

- b. If either of the parties involved does not respond to the committee's scheduled call, the teleconference will be forfeited; the committee will then base its decision on the written information provided and on the other party's teleconference testimony, if given.
    - c. If either of the parties involved chooses not participate in the optional teleconference, the committee will base its decision on the written information provided.
- 2. Grades and Other Academic Matters (e.g., final course grades, violations of academic standards): Written statements and accompanying documentation submitted with the Grievance Form are forwarded to the faculty member within a reasonable time frame for a written response to the issues raised by the student. Upon receipt of the faculty member's written response, the matter is then taken under review by the Grievance Committee.
  - a. The committee does not substitute its judgment for the professional academic discretion of faculty in assessing the quality of students' work; the qualitative/quantitative assessment of students' work by faculty in awarding grades is not subject to review. Any allegation that a grade was awarded capriciously or arbitrarily, or that there were procedural irregularities, must be supported by clear and compelling evidence, not merely a statement to this effect.

- 3. Administrative Actions (e.g., dismissal, violations of academic standards): Written statements and accompanying documentation submitted with the Grievance Form may be forwarded to an appropriate administrator (i.e., director, dean, or designee) within a reasonable time frame for a written response. Upon receipt of a written response from the administrator, the matter is then taken under review by the Grievance Committee.

Note: The committee may request additional information from the student, and/or the administrator or faculty if it determines that a decision cannot be reached based on the information provided. When additional information is deemed necessary, the grievance will be placed on hold pending receipt of the requested information. Upon receipt of the requested information, the committee will complete its review at its next meeting. Additional teleconferences with either party may be scheduled as deemed necessary by the committee.

- B. Grievances are decided by a majority vote of the committee. If the grievance is found to have no basis, to be insubstantial, or to be wholly a question of academic discretion\*, the grievance will be dismissed without further action.

\* See above reference to faculty assessment of students' work in assigning grades (A.2.a.)

- 1. The decision of the committee is final, and it shall be binding upon both parties.
- 2. Written notification of the committee's decision is provided within a reasonable time frame via e-mail and first class U.S. mail.
- 3. Grades and Other Academic Matters, and Administrative Actions, are subject to review one (1) time only.

**Note:** If the complaint cannot be resolved after exhausting the institution's grievance procedure, the student may file a complaint with their respective state licensing authority.

Additional information is available through the following web page:  
<http://nova.edu/distanceded/student-complaint-process.html>. The complaint/grievance process described in this handbook/catalog does not limit or prohibit the student from filing a complaint/grievance related to perceived discrimination at any time, as provided for in the NSU Student Handbook or through any governmental agency.

Note for Residents of Arizona: If the complaint cannot be resolved after exhausting the institution's grievance procedure, the student may file a complaint with the Arizona State Board for Private Postsecondary Education. The student must contact the State Board for further details. The State Board's address is 1400 W. Washington Street, Room 260, Phoenix, AZ 85007, (602) 542-5709, Web site address: <http://azppse.state.az.us>.

Note for Residents of Georgia: Students have the right of appeal of the final institutional decision regarding a grievance to the Georgia Nonpublic Postsecondary Education Commission (2082 East Exchange Place, Suite 220, Tucker GA 30084-5305); (770) 414-3300; [www.gnpec.org](http://www.gnpec.org).

Note for Residents of South Carolina: If the complaint cannot be resolved after exhausting the institution's grievance procedure, the student may file a complaint with the South Carolina Commission on Higher Education. The student must contact the Commission for further details. The Commission's address is 1333 Main Street, Suite 200, Columbia, SC 29201; telephone (803) 737-2260.

Note for Residents of Virginia: If the complaint cannot be resolved after exhausting the institution's grievance procedure, the student may file a complaint with the State Council of Higher Education for Virginia, 101 N. 14<sup>th</sup> Street, James Monroe Building, Richmond, Virginia 23219; (804) 225-2600.

The following information is supplied in support of the Virginia Commonwealth Administrative Code 8 VAC 40-31-160 F: *For anyone interested in the number of Nova Southeastern University students who are residents of the Virginia Commonwealth, a request may be sent to: Don Rudawsky, Ph.D., Vice President of Nova Southeastern University, Office of Institutional Effectiveness, 3301 College Avenue, Fort Lauderdale, FL 33314, [rudawsky@nova.edu](mailto:rudawsky@nova.edu). (954) 262-5392*

Venue shall lie in Broward County, State of Florida, for any and all Abraham S. Fischler College of Education student disputes, grievances or appeals.

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