

STUDENT ACADEMIC DISPUTE RESOLUTION

(College Policy: 6Hx28: 8-10 Student Academic Dispute and Administrative Complaint Resolution (<http://catalog.valenciacollege.edu/academicpoliciesprocedures/academicgrievanceprocess/8-10-student-academic-dispute-and-administrative-complaint-resolution.pdf>))

Final Grades

If a student thinks that a final course grade was assigned in an arbitrary or capricious manner, in violation of college policy, or was not calculated in accordance with the grading system as defined by the faculty member, the student shall have recourse through the Student Academic Dispute Resolution process to seek a fair determination of the grievance.

Here are the steps you must take in the dispute resolution process with respect to final course grades (excluding W and I grades):

1. The first step in the conflict resolution process shall be an informal conference between the student and the faculty member about the assigned final grade.
2. If the differences have not been resolved at the first level, the second step in the resolution process shall be an informal conference between the student and the academic dean or other immediate supervisor of the faculty member, and subsequently, if deemed necessary by the academic dean or other supervisor, joined by the faculty member.
3. If the differences have not been resolved at the second level, then within sixty (60) days after the final course grades are distributed to students from the Office of Admissions and Records via Atlas the student may then request a conference between the student and the appropriate Campus President, and subsequently, if deemed necessary by the appropriate Campus President, joined by the academic dean or other immediate supervisor of the faculty member and the faculty member. A student who chooses this alternative may not also choose to request the review of the campus Student Final Grade Resolution Committee. In the case of a denial of a grade change, the decision of the Campus President shall be final. If a final course grade change is recommended by the Campus President, then the Campus President may recommend to the faculty member that the grade be changed, or in the absence of faculty concurrence, shall forward a recommendation to the chief learning officer, who in concurrence may inform the Assistant Vice President of Admissions and Records to make the grade change. No further appeal shall be provided.
4. In the alternative, if the student's concerns remain unresolved following the conference with the dean, rather than request a conference between the student and the appropriate Campus President, the student may request the review of the campus Student Final Grade Resolution Committee by obtaining the appropriate forms on Atlas and submitting them to the Campus Presidents office. This alternative is not available for the review of final grades of "W", and "I" based upon the failure of the student to take the final examination, excessive absences, or other administrative reasons.

The process may be found at <https://valenciacollege.edu/about/general-counsel/policy/documents/volume8/8-10-student-academic-dispute-and-administrative-complaint-resolution.pdf>.

Failure to follow these steps within 60 days of the final course grades being posted will result in forfeiture of your rights under this process and the grade will remain as posted.

Non-Final Grades and Matters Involving Academic Progress towards Graduation

1. Each Campus President has designated a person(s) to serve in the role of student Ombudsperson, who in that role is accountable to the president, to assist students who wish a review of decisions that are related to access to courses and credit granted toward the degree (excluding final grades).
2. The Ombudsperson listens to student complaints, investigates the facts surrounding the complaints, and attempts to objectively make recommendations on how best to resolve the issue. The Ombudsperson is impartial, private, and informal. The Ombudsperson will not be an advocate or critic but considers the rights and interests of all parties concerned and advocates for a fair resolution. The Ombudsperson will consider the rights and obligations of the student and Valencia College. Also, the issues presented remain in confidence upon request unless otherwise required by Valencia's policies and procedures. Speaking with the Ombudsperson may help students clarify their thoughts or feelings about a situation and increase awareness of their alternatives. The Ombudsperson works with students to explore options and assists them in establishing communication with appropriate campus departments and offices.
3. Retaliation against a student by a faculty or staff member for participating in this process is prohibited.
4. The Ombudsperson(s) for each campus and their contact information is as follows:

Downtown Campus

Nicholas Bekas, Professor of English (<https://valenciacollege.edu/about/contact-information/user-information.php?username=nbekas>)

East Campus

Zachary Hawk, Mgr, Campus (Evening/Weekend) (<https://valenciacollege.edu/about/contact-information/user-information.php?username=zhawk1>)

Ariel Hernandez, Assistant Director, Student Conduct (<https://valenciacollege.edu/about/contact-information/user-information.php?username=ahernandez249>)

Keith Malmos, Professor of Biology (<https://valenciacollege.edu/about/contact-information/user-information.php?username=kmalmos>)

Kurt Overhiser, Professor of Mathematics (<https://valenciacollege.edu/about/contact-information/user-information.php?username=koverhiser>)

Lauren Zanders, Manager, Student Services (<https://valenciacollege.edu/about/contact-information/user-information.php?username=lzanders>)

Lake Nona Campus

Jackie Starren, Professor of Humanities (<https://valenciacollege.edu/about/contact-information/user-information.php?username=jstarren>)

Lavonda Walker-McKnight, Professor of New Student Experience (<https://valenciacollege.edu/about/contact-information/user-information.php?username=lwalker24>)

Osceola Campus

Tanisha Carter, Director, Bridges to Success Program (<https://valenciacollege.edu/about/contact-information/user-information.php?username=tcarter27>)

Oscar Cuan, Professor of Speech (<https://valenciacollege.edu/about/contact-information/user-information.php?username=ocuan>)

Denise Ross, Professor of Computer Programming (<https://valenciacollege.edu/about/contact-information/user-information.php?username=deross>)

Demetrius Smith, Professor of Political Science (<https://valenciacollege.edu/about/contact-information/user-information.php?username=dsmith235>)

Ramon Velez-Cruz, Professor of New Student Experience (<https://valenciacollege.edu/about/contact-information/user-information.php?username=rvelez20>)

Poinciana Campus

Sam Murugan, Professor of Mathematics (<https://valenciacollege.edu/about/contact-information/user-information.php?username=smurugan1>)

West Campus

Joan Alexander, Professor of Computer Programming and Analytics (<https://valenciacollege.edu/about/contact-information/user-information.php?username=jalexander>)

Beverly Bond, Professor of Radiography (<https://valenciacollege.edu/about/contact-information/user-information.php?username=bbond>)

Lynn Howard, Professor of Mathematics (<https://valenciacollege.edu/about/contact-information/user-information.php?username=lhoward13>)

Graeme Lindbeck, Professor of Biology (<https://valenciacollege.edu/about/contact-information/user-information.php?username=glindbeck>)

Winter Park Campus

Chris Borglum, Professor of English (<https://valenciacollege.edu/about/contact-information/user-information.php?username=cborglum>)

Adam Johnson, Emerging Tech Librarian (<https://valenciacollege.edu/about/contact-information/user-information.php?username=ajohnson363>)