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Other Student Academic Complaints

Non-Grade Complaints

Highland Community College students have the right to express their opinions regarding treatment in academic matters. Students shall express concerns initially with the appropriate faculty or educational staff member within seven (7) school days of the occurrence that gives rise to the complaint. If the complaint is not resolved to the student's satisfaction, the student may request a review of the complaint by the Dean or supervisor to whom the instructor reports.

The request must be in writing and must be received by the Dean or supervisor within five (5) school days after the initiated attempt at resolution. The Dean or supervisor will discuss the complaint with the instructor and student before deciding the appeal. The Dean or supervisor shall issue a written response covering the outcome of the review within seven (7) school days after receipt of the request.

The instructor will be briefed about the response to the student.

If the result of the Dean's or supervisor's review is unsatisfactory to the student, the student may appeal in writing to the Executive Vice President within five (5) school days after receipt of the Dean's response. The Executive Vice President shall review the complaint fully and issue a reply in writing within ten (10) school days of receipt of written student appeal. If the result of the Executive Vice President's review is unsatisfactory to a student, a written appeal may be made to the Judicial Review Board within five (5) school days of receipt of the Executive Vice President's reply

Grade Complaints

Highland Community College students have the right to express their opinions regarding treatment in academic matters. Students shall express their concerns initially with the appropriate faculty or educational staff member within seven (7) school days of the occurrence that gives rise to the complaint.

If the complaint is not resolved to the student's satisfaction, the student may request a review of the complaint by the Dean to whom the instructor reports. The

request must be made in writing and must be received by the Dean within five (5) school days after the initiated attempt at resolution.

The Dean will discuss the complaint with the student and instructor before deciding the appeal. The Dean shall issue a written response covering the outcome of the review within seven (7) school days after receipt of the request. The instructor will be given a copy of the written response to the student.

If the result of the Dean's review is unsatisfactory to the student, or if the instructor who gave the initial grade does not agree with the Dean's resolution of the issue, the student or the instructor may appeal in writing to the Executive Vice President within five (5) school days after receipt of the Dean's response. The Executive Vice President shall review the complaint fully, discuss the complaint with the student and the instructor, and review any materials provided by the student or instructor to support their position and issue a reply in writing, to both the student and the instructor, within ten (10) school days of receipt of the student appeal. The Dean and Executive Vice President shall first attempt to mediate the situation between the student and faculty member prior to issuing a decision. If the result of the Executive Vice President's review is unsatisfactory to the student or the instructor, either the student or the instructor may file a written appeal to the Grade Appeals Committee. The written appeal shall be submitted to the committee within five (5) school days after the written decision of the Executive Vice President. The committee shall review the prior decisions and the supporting materials and will hear testimony from the student, instructor, and anyone else the committee deems appropriate. The committee shall issue a final written decision within ten (10) days after the receipt of the written appeal. The decision of the committee shall be final and binding on all parties.

The committee shall consist of the College President and CEO, two college administrators appointed by the President and CEO of the College, two faculty members appointed by the President of the Faculty Senate; one student appointed by the President of the Student Senate; and one member from the Board of Trustees to be selected by the Chair of the Board of Trustees. No member of the Grade Appeals Committee who has

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a direct interest in the case shall sit in judgment of that case. A member of the Grade Appeals Committee determined to have an interest in the case shall be replaced by the authority who made the original appointment.

Sexual and Other Harassment Complaints

Harassment of any kind is not acceptable at Highland Community College whether it is sexual harassment or on the basis of age, color, disability, ethnic or national origin, gender, race, religion or sexual orientation, or any other legally protected classification. An individual who believes he/she has been harassed should report harassment to the Vice President of Student Development and Support Services (Title IX Coordinator and Investigator), the Director of Adult Education (Investigator), or the Associate Vice President of Human Resources (College's Affirmative Action Officer and Investigator) within 45 days of the date of the alleged event or incident. The Investigator(s) will process the complaint according to the process identified in the College's Sexual and Other Harassment policy. This policy may be found on the HCC web site: www.highland.edu.

Assessment of Student Learning Outcomes

According to its mission, Highland Community College is committed to providing quality education and learning opportunities. Central to assuring quality is the college's program of assessment of student learning outcomes.

Highland Community College's faculty members have created and written student learning outcome statements to help measure and promote student learning in the general education core curriculum, identified programs in the transfer curriculum, and the occupation programs leading to the AAS degree.

Students may be asked to participate in activities designed to assess learning in Highland's academic and occupational programs or within individual courses or courses of study. This partnership of learners and teachers will assist Highland in its efforts to continuously improve the quality of teaching and learning at the institution.

Information Technology Services Acceptable Use Guidelines

The Information Technology Services Acceptable Use Guidelines below were updated in April 2012 and are likely to be updated regularly based on changes in technology and user behavior. The latest version of these guidelines can be found the College's Web site at www.highland.edu. The version found on the College Web site supersedes this printed version and will be considered the current official College policy.

Highland Community College provides technology resources to meet the College's purpose, to support our educational and community values, and to support our programs and initiatives. Highland Community College's Information Technology Services organization's goal is to provide high quality services to the campus community. To ensure that our high standards are met, we have certain expectations regarding the use of technology resources at the College.

Access to Highland Community College technology resources – computing facilities, network services,