



Pikes Peak State College (PPSC) Educational Procedure

EP 310 – Student Academic Concerns/Complaints

Originated:

Unknown

Revised:

January 2025

July 2017

References:

[PPSC Educational Procedures](#): EP 051 Academic Honesty

[PPSC Academic Concern Form](#)

[PPSC Report Concern or Incident Forms](#)

Approved By:

Jacquelyn Gaiters-Jordan

Vice President for Instructional Services, Pikes Peak State College



Jacquelyn Gaiters-Jordan (Mar 6, 2025 14:32 MST)

Signature

03/06/2025

Date

Joseph Miller

Faculty Senate President, Pikes Peak State College



Signature

03/06/2025

Date

Deidre Schoolcraft

EP Committee Co-Chair, Pikes Peak State College



Deidre Schoolcraft (Mar 7, 2025 06:51 MST)

Signature

03/07/2025

Date

I. Purpose:

To inform all PPSC employees and students of the processes and requirements related to Student Academic Concerns/Complaints and to provide guidance on other types of student concerns. A student academic concern is defined as a concern/complaint specifically academic in nature processed within the Instructional Services, Instructional Support area by the PPSC academic concern manager. These matters include quality of instruction, dissatisfaction with course or faculty/instructor, grading petitions, availability of, and/or number/type of course offerings, course materials or software, etc.

Other student concerns (for a variety of issues) may be submitted. The resolution of these concerns is dependent on their nature and what area of the college is involved. For the purposes of this procedure a “concern/complaint” is NOT the same as a formal grievance. The formal grievance process is explained in the college catalog and processed by the office of the dean of students (refer to EP 051 for more information).

II. Scope:

This procedure applies to all PPSC employees in handling concerns submitted by students.

III. Procedure:

PPSC utilizes the Maxient software system to process and record students’ academic concerns/complaints.

A. DETERMINING TYPES OF OTHER CONCERNS/COMPLAINTS

- The vice president for human resource services (VPHRS) should handle any allegations relating to federal or state legislation (such as ADA, age discrimination, sexual harassment, hostile learning or working environment, etc.).
- If at any time during the concern process a student makes any allegations of discrimination or harassment, the Office of the VPHRS will be contacted immediately and asked to complete the investigation and respond to the concern.
- Enrollment Services processes tuitional appeals. If a student requests a tuition appeal utilizing *the Academic Concern Incident Report*, a case is created, and the hearing officer will provide their appeal recommendation.
- Students and employees may also use the appropriate *PPSC Report a Concern or Incident* form to complete a **non-academic** concern/complaints, facilities concern, student conduct issue and/or distressing/disturbing student behavior. The Maxient system will route the concern/complaint to the appropriate department for resolution.

B. ACADEMIC CONCERN PROCEDURE

Students utilize the *PPSC Academic Concern Incident Report* to begin an academic concern/complain procedure according to the following guidelines:

- It is recommended that students meet with the faculty/instructor and attempt to resolve the problem, however, this step is not mandatory.

If the meeting provides no resolution, or if the student chooses not to meet with the faculty/instructor:

- The student will submit an academic concern using the online *Academic Concern Incident Report* (on PPSC website) and upload any documentation to support their concern. The concern will be routed to the appropriate instructional division for further processing. The assigned hearing officer will review the facts and discuss with the appropriate faculty member (if the concern involves full-time faculty), or delegate further review to a department chair (if the concern involves an instructor). Department chairs will then report their findings/recommendations to the hearing officer who will follow-up directly with the student. It is highly recommended, for evidentiary purposes, that verbal communication with the student is followed by email correspondence (using CCCS official student email address) and that copies of the correspondence are saved in a case's electronic folder (CEF) for archival. Regardless of communication modality, all appropriate notes documenting the case should be entered and preserved in a CEF.

Upon resolution by the division and full documentation, the case is closed by the hearing officer.

If a student appeals the resolution:

- The student files an appeal via the *Academic Concern Incident Report*. The appeal is routed by the PPSC academic concern manager to the next higher level of authority (in most cases the executive dean) who reviews the case and makes a determination regarding the appeal (this may require contact with the student). After a determination is made, this authority contacts the student and submits required notes in the CEF.

If a student appeals/no resolution:

- The student utilizes the *Academic Concern Incident Report* to file an appeal to the vice president for instructional services (VPIS or designee) who will contact the student and notify them if any additional documentation is required (original request should include all documentation the student wishes to be reviewed and considered in the case). The instructional division will be required to submit all documentation (written or other) deemed necessary and not already included in the CEF. The VPIS (or designee) will notify the student of their decision in writing (email will also be saved in the CEF).

The VPIS decision is final and cannot be further appealed.












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