



MOUNT CARMEL
College of Nursing

Policy and Procedure

Policy Name:	Academic Appeals
Responsible office:	Administration
Approved by:	Policy & Procedure Committee
Issued:	6/20/17
Revisions:	
Current version posted:	6/20/17

The academic appeal process is established to ensure student *due process*, equitable management of a student's academic grievances, and adequate protection to the rights of all involved parties. The academic appeals process is limited in scope to address disputes related to an academic course failure. There is only one appeal per final course grade.

Other grievances or complaints are handled per the Student Complaints and Grievances (found under "Compliance Policies") outlined in the current Undergraduate or Graduate Catalog-Handbook.

The following is the procedure for appealing a failing course grade:

1. A student disputing a final course grade must email the instructor within one (1) business day of the posting of the official course grade.
 - The student must be prepared to: (a) state the reason for the appeal, (b) provide any supporting evidence for the appeal, and (c) state the desired resolution.
 - If at any step in the process a student misses a due date required for responding to a decision or advancing an appeal to the next phase, the appeals process is terminated and the grievance of dispute is closed.
2. The faculty member then has two (2) business days to provide a final decision to the student, in writing, regarding the course grade and the appeal.
3. If the student is not satisfied with the faculty member's decision, the student has one (1) business day to request a meeting, in writing, with the Assistant/Associate Dean who oversees the student's program.
 - Again, the student must provide: (a) a description of the academic issue the student is appealing (e.g., a course grade), (b) the reason for the appeal, (c) any supporting evidence including details of the communication with the faculty member, and (d) the desired resolution.
 - Except in extraordinary circumstances, the meeting will be held within one (1) business day from the date of the student's request.
 - The Assistant/Associate Dean will render a decision within one (1) business day following the meeting with written notification via email.
 - The Assistant/Associate Dean should alert the Appeals Committee Chairperson about the situation in case the student contacts the Appeals Committee.



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- If necessary, due to scheduling or other conflicts, one of the College Assistant/Associate Deans, or the Academic Dean, may serve in place of the student's program Assistant/Associate Dean during this phase of the appeals.
4. If there continues to be a lack of resolution after meeting with the Assistant/Associate Dean, the student has one (1) business day to appeal the Assistant/Associate Dean's decision to the Academic Appeals Committee. To initiate the appeal, the student must submit the appeal request directly to the Chair of the Appeals Committee and the Chair will establish an Appeals Committee hearing within four (4) business days.
- During the appeals process, students are generally permitted to attend classes and clinical experiences until a decision is made unless it is determined by the Assistant/Associate Dean that there may be risks to patient safety.

Appeals Hearings

Hearings are conducted in closed sessions and are attended solely and exclusively by the:

- Academic Appeals Committee members
- the student who is appealing
- faculty/individuals directly involved with the appeal

The student may ask a faculty or staff member to provide **silent support** during the hearing. The role of this support person is strictly to provide guidance and support to the student through the process. There is no discussion from this support person during the hearing. In addition, legal counsel is not permitted to attend academic appeals hearings, which are academic in nature, not legal in nature.

All persons involved in the Committee hearing are required to sign a statement of confidentiality.

The student and faculty member(s) may submit written testimony and evidence **prior to** the hearing. The student is the first to attend the hearing and provide testimony. The student may attend alone or with a silent support person, and has fifteen (15) minutes for questioning by Appeals Committee members. The faculty member(s) then attend(s) the Committee hearing next, separate from the student, and has/have fifteen (15) minutes for questioning by the Appeals Committee members.



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The hearing may be conducted electronically via phone conference or SKYPE/FaceTime, computer chats, but there will be no video or audio recording of the hearing.

Minutes of the hearing are taken by a member of the College staff and are the property of the College. Minutes are maintained in the Office of the Academic Dean with copies sent to the Office of Records and Registration. Minutes are available to students for review in the office of the College President. Students may not have copies of the minutes.

The Chair of the Academic Appeals Committee shall notify the Academic Dean of the Committee's **recommendations**. The hearing minutes, written testimony, and written evidence will be provided to the Academic Dean within two (2) business days following the appeals hearing.

The student will be informed of the recommendations in writing (email) by the Academic Dean with two (2) business days following the Committee hearing. A certified letter will also be sent via postal mail to the student's current local residence.

The Academic Dean may reject a decision of the Academic Appeals Committee only for just cause. Decisions of the Academic Appeals Committee (as communicated by the Academic Dean) are final and are not subject to further appeal.