

ROGUE COMMUNITY COLLEGE
GENERAL INFORMATION AND
ADMINISTRATIVE PROCEDURES

Procedure: STUDENT RIGHTS, FREEDOMS, AND RESPONSIBILITIES (AP-003)

Contact: Dean of Student Success, Ext. 7728; Compliance Coordinator, Ext. 7632

Purpose: The basic purposes of the *Student Rights, Freedoms, and Responsibilities Statement* are:

1. To identify fundamental provisions for students' rights and freedoms to learn; and,
 - a. To provide a process for resolution to alleged violations.

2. To identify student responsibilities and conduct guidelines; and,
 - a. To provide a process for resolution to alleged violations.



Rogue Community College

STUDENT RIGHTS, FREEDOMS AND RESPONSIBILITIES

TABLE OF CONTENTS

PREAMBLE.....	3
PURPOSE	3
1. ACCESS TO THE COLLEGE AND EDUCATION	3
2. THE CLASSROOM	3
2.1. Protection of Freedom of Expression	3
2.2. Protection against Improper Academic Evaluation	4
2.3. Protection against Improper Disclosure	4
3. STUDENT RECORDS	4
4. STUDENT RIGHTS.....	5
4.1. Freedom of Association	5
4.2. Freedom of Inquiry and Expression	6
5. FREEDOM FROM DISCRIMINATION AND HARASSMENT.....	6
5.1. Sexual Discrimination, Harassment, and Assault	6
6. STUDENT PARTICIPATION IN COLLEGE GOVERNANCE	7
7. STUDENT PUBLICATIONS.....	7
7.1. Censorship.....	8
7.2. Removal.....	8
7.3. Disclaimer.....	8
8. OFF CAMPUS.....	8
8.1. Exercise of Rights of Citizenship.....	8
8.2. Institutional Authority and Civil Penalties.....	8
9. STUDENT CODE OF CONDUCT AND PROCEDURES.....	8
9.1. Student Code of Conduct	8
9.2. Procedures for Resolution of Alleged Violation of the <i>Student Code of Conduct</i>	9
9.3. Sanctions.....	10
10. STUDENT GRIEVANCE PROCEDURE	12
10.1 Explanation	12
10.2 Procedure	13

STUDENT RIGHTS, FREEDOMS AND RESPONSIBILITIES STATEMENT

To request this document in an alternate format, contact Disability Services: <http://web.roguecc.edu/disability-services>.
Redwood Campus, Bldg. W (Library): 541-956-7337; Riverside Campus, Bldg. B, Rm. 9: 541-245-7537

PREAMBLE

Rogue Community College (RCC or the College) provides an environment, which encourages learning. The College is dedicated to the open exchange of knowledge and skills, growth in student capacity for critical thinking, and development of ethically sensitive and responsible students. The College recognizes that all individuals and groups at RCC have dignity and worth.

Learning and teaching are inseparable aspects of academic pursuit. Standards of academic rights and freedoms for students, as outlined below, are essential. Students have responsibilities for performance and conduct. Students' enrollment (or attempted enrollment) implies their acceptance of the responsibility to comply with college policies and procedures.

PURPOSE

The basic purposes of the *Student Rights, Freedoms and Responsibilities Statement* ("Statement") are:

1. To identify fundamental provisions for students' rights and freedoms to learn; and,
 - a. To provide a process for resolution to alleged violations.
2. To identify student responsibilities and conduct guidelines; and,
 - a. To provide a process for resolution to alleged violations.

1. ACCESS TO THE COLLEGE AND EDUCATION

RCC believes in an open-door philosophy and within the limits of its resources, will be open to all students who are qualified according to current admissions requirements. The College complies with Titles VI and VII of the Civil Rights Act of 1964, Title IX of the Educational Amendments of 1972, Section 504 of the Rehabilitation Act of 1973, Title II of the Americans with Disabilities Act of 1992 and other applicable laws and regulations. In compliance with state and federal laws, RCC does not discriminate on the basis of race, color, religion, sex, pregnancy, disability, national origin, citizenship status, ancestry, age, order of protection status, genetic information, marital status, sexual orientation (including gender identity), arrest record status, military status, unfavorable discharge from military service, or any other characteristic protected by federal, state, or local law in employment, or in any of its educational programs, or in the provision of benefits and services to students.

2. THE CLASSROOM

In the classroom and in conference with students, the instructor should include opportunity for free discussion, inquiry, and expression related to course content. Student academic performance shall be evaluated solely on an academic basis and not on opinions or conduct in matters not related to curricular standards.

2.1. Protection of Freedom of Expression

Students are free to take reasoned exception to the material or views offered in any course at an appropriate time and in a non-disruptive manner. Students may reserve judgment about matters

of opinion. However, students are responsible for satisfactory attendance and learning the content of any course in which they have enrolled and may expect their instructors to help them accomplish the goal of learning.

2.2. Protection Against Improper Academic Evaluation

Academic evaluation of student performance by instructors shall be based on academic performance and under no circumstances be prejudicial or capricious. At the same time, students are responsible for maintaining the standards of academic performance established by instructors for the courses in which they have enrolled.

Each instructor shall give students clearly stated written criteria for evaluation. To appeal an academic evaluation (grade) within the past year (four academic terms), a student may start the process by discussing the grade method in question with the instructor.

If a student is not satisfied with the outcome of their discussion with the instructor, they may appeal the decision to the department chair. If a student believes further appeal is warranted they may appeal a department chair's decision to the dean, Instructional Services, of the school where the instructor's program resides. If a student is not satisfied with the dean's decision, an appeal may be made to the vice president, Instructional Services. Any decision made by the vice president is final.

The *Grade Appeal Procedure* provides the student with a process for appealing a final course grade when he or she believes an improper evaluation has occurred. "Improper evaluation" is defined as: (1) the evaluation standards and grading criteria contained in the course syllabus were not followed by the instructor; or (2) the final grade was imposed in an arbitrary or capricious manner.

For academic evaluation (grade) appeals applied to grades older than one year (at least five terms prior), the student may file an *Academic Record Change* form for this purpose. The form may be accessed at <http://web.roguecc.edu/enrollment-services/forms-students>.

2.3. Protection Against Improper Disclosure

Information about individual student views, beliefs, and political associations, which RCC staff may acquire in the course of their work as employees, is typically considered confidential.

Judgments of student ability and character may be provided under appropriate circumstances.

For example, recommendations for scholarships, employment, program admission, or other related academic issues.

3. STUDENT RECORDS

The Family Educational Rights and Privacy Act (FERPA) provides for the protection of student records. Consistent with FERPA, RCC has published a separate procedure identifying information, considered part of a student's educational record, conditions for its disclosure, and security practices, which control access to such records as may be available for review or electronic transmission. The College accumulates data and keeps records in order to plan educational activities that meet the needs of students and to effectively advise and counsel them. Student records are used to promote instruction, for guidance, and educational progress.

Academic and disciplinary records will be maintained separately to minimize the risk of improper disclosure. Academic transcripts contain only information about academic status. No records will reflect the political activities or beliefs of students. Instructors and administrative staff will not divulge confidential information about students, which they acquire in the course of their work.

4. STUDENT RIGHTS

RCC maintains certain standards to protect the rights of students through the procedures below:

4.1. Freedom of Association

Students bring to RCC a variety of interests. They develop new interests as members of the College community. They may organize and join collegiate clubs and organizations to promote their common interests, subject to the following considerations:

4.1.1. Membership Policies

4.1.1.1: Student Clubs: Student clubs are open to all students without regard to race, color, gender, religion, age, sex, national origin, disability, marital status, veteran status, or sexual orientation. The membership, policies, and actions of a student organization are typically determined by the vote of those individuals who hold bona fide membership in the College community.

4.1.1.2: Student Organizations: Student organizations are generally affiliated with a larger, national or regional organization. Student organizations, including those affiliated with an external organization, are open to all students without regard to race, color, religion, age, sex, national origin, disability, marital status, parental status, veteran status, or sexual orientation. However, organization criteria may limit membership options. For example, grade point average may be limiting criteria.

4.1.1.3: Recognition

As a condition of the College's recognition, student organizations are required to submit to the Associated Student Government of RCC's (ASGRCC) Executive Council a statement of purpose, criteria for membership, operational procedures, current list of officers, and number of active members.

4.1.2. College Advisors

- **Student Clubs:** Student clubs typically choose their own college advisor. Clubs chartered by ASGRCC must have an advisor who is an RCC employee. College staff members serve the College community when they accept the responsibility to advise student organizations. In the course of such duties, the advisors have an obligation to protect the general interests of the College.
- **Student Organizations:** Student organizations, such as the RCC Honor Society typically have a college advisor assigned to them. College staff members serve the College community when they accept the responsibility to advise student organizations. In the course of such duties, the advisors have an obligation to protect the general interests of the College.

4.2. Freedom of Inquiry and Expression

Students, student clubs, and student organizations may examine and discuss all questions of interest to them and express opinions publicly and privately. They may support causes by orderly means, which do not disrupt college operations. At the same time, it should be made clear to the academic and larger community that, in their public expression, students, student clubs, and student organizations speak for themselves and not as representatives of the College or the College community.

Students, student clubs, and student organizations may invite individuals as presenters for forums outside of classes regardless of race, color, gender, religion, age, sex, national origin, disability, marital status, veteran status, or sexual orientation. However, the time, place and manner of the presentation must be made in advance in consultation with the student club/ organization advisor. Guest speakers and presenters, individuals or groups, who may disagree with the speakers, will not disrupt college operations. It should be made clear to RCC and the College's larger community that student sponsorship of guest presenters does not necessarily imply approval or endorsement of the views expressed either by the sponsoring group, individual, or RCC.

5. FREEDOM FROM DISCRIMINATION AND HARASSMENT

Students have the right to attend RCC free from discrimination and harassment. The College does not discriminate on the basis of race, religion, color, national origin, age, sex, sexual orientation, marital status or disability in employment, or in any of its educational programs, or in the provision of benefits and services to students.

5.1 Sexual Discrimination, Harassment, and Assault

All RCC students have the right to be free from sexual discrimination, sexual harassment, and sexual assault. For more information on RCC's procedure for addressing sexual discrimination, harassment, or assault allegations go to the College's Administrative Procedure-047 (AP-047, *Discrimination, Harassment, and Sexual Violence*. AP-047 is available at <http://web.roguecc.edu/sites/web.roguecc.edu/files/Sites/GIAP/pdf/Discrimination%20and%20Harassment%20AP-047.pdf>. Alternatively, go to RCC's Title IX and Sexual Misconduct webpages: <https://web.roguecc.edu/title-ix-and-sexual-misconduct> or by searching *Title IX* on the College's website.

5.1.1 Title IX Coordinators

RCC has designated the following individuals as Title IX Coordinators. Any student who feels they have been the victim of sexual discrimination, harassment, or assault can contact a Title IX Coordinator who will work with the student to respond to the incident. The Title IX Coordinators contact information is below

Deputy Title IX Coordinator for Students:

Chauncey Kieley, Compliance Coordinator
541-245-7632; ckieley@roguecc.edu
Riverside Campus, Building G, Room 224

Deputy Title IX Coordinator for Staff:
Wendy Jones, Risk Management Coordinator
Phone: 541-956-7146
Office: Redwood Campus - M Building
Email: WJones@rogucecc.edu

Lead Title IX Coordinator:
Sean Taggart, Director of Risk Management
541-245-7687; staggart@rogucecc.edu
Table Rock Campus - Room 151

5.1.2. Counselors as a Resource

If a student feels he or she has been the victim of discrimination based on any of the protected classes mentioned in Section 5 it is recommended they meet with a counselor in the Counseling Department. **Counselors are the only RCC employees who can offer confidentiality. All other employees are required to report incidents of alleged discrimination.** Counselors can be reached by dialing 541-245-7552 (Riverside Campus); 541-956-7192 (Redwood Campus); or, 541-245-7863 (Table Rock Campus).

6. STUDENT PARTICIPATION IN COLLEGE GOVERNANCE

As members of the College community, students are free to express their views on issues of college policy and matters of general interest to the student body. Students may participate in formulating and applying policies and procedures affecting academic and student affairs through student government as well as through the various college councils and committees. If students are interested in participating, it is recommended they meet with their club or organization advisor.

Additionally, students may make presentations to the RCC Board of Education, as citizens, by contacting the Assistant to the Board of Education at 541-956-7001 and requesting to be added to the next monthly Board meeting agenda.

7. STUDENT PUBLICATIONS

Student publications and the student press are valuable aids in establishing and maintaining an atmosphere of free and responsible discussion and intellectual exploration at the College. These are ways to bring student concerns to the attention of the faculty and college authorities and of formulating student opinion on various issues in the College, its community, and the world-at-large.

RCC is legally the publisher of all recognized student publications. College authorities, in consultation with students, may provide written clarification of the role of student publications, standards used in evaluation, and degrees of operational control. At the same time, the editorial freedom granted by the College to student editors and managers entails accompanying responsibilities to be covered by the canons of responsible journalism, such as the avoidance of libel, indecency, undocumented allegations, attacks on personal integrity and the techniques of harassment and innuendo. The *Code of Ethics of the Society of Professional Journalists, Sigma Delta Chi* shall be adopted and used. College staff advisors have the responsibility to review copy to protect RCC from legal actions relating to obscenity, criminal or civil libel, or copyright infringement.

In addition to the rights contained in current student publication guidelines, the following provisions serve as safeguards for the editorial freedom and responsibility of student publications:

7.1. Censorship

Student publications and the student press are free from censorship and advance approval of copy except staff advisor review as noted above. Student editors and managers, in consultation with their advisors, should develop written procedures for editorials and news coverage.

7.2. Removal

Student editors and managers of student publications are protected from arbitrary suspension and removal because of student, faculty, administrative, or public disapproval of editorial policy or content.

7.3. Disclaimer

RCC-recognized student publications shall explicitly state on the editorial page “the opinions expressed are not necessarily those of the College or student body.”

8. OFF CAMPUS

8.1. Exercise of Rights of Citizenship

RCC students are both citizens and members of the College community. As citizens, students have the same freedoms of speech, right to peaceful assembly, and right to petition as other citizens. As members of the College community, students are subject to the obligations which accrue to them by virtue of this membership. International students, though holding citizenship in another country, are considered members of the College community.

8.2. Institutional Authority and Civil Penalties

Activities of students may sometimes result in violation of law. Students who violate the law may incur penalties prescribed by civil authorities. College authority is not used merely to duplicate the function of general laws. RCC’s special authority may be asserted at those times when its interests are involved.

9. STUDENT CODE OF CONDUCT AND PROCEDURES

9.1. *Student Code of Conduct*

As active learners, students at RCC have the responsibility and opportunity to engage in their own learning in order to master course outcomes and achieve success both in and out of the classroom. The RCC *Student Code of Conduct* ensures that each member of the RCC community has an opportunity to experience success. RCC provides an environment that encourages an open, responsible, respectful exchange of opinions, ideas, and information. As such, each student is expected to abide by the *Student Code of Conduct* as outlined below.

The following behaviors are prohibited by the *Student Code of Conduct*:

9.1.1. Defying college authority, engaging in willful disobedience, or otherwise disrupting the educational process. This does not prohibit students from taking reasoned exception to material or views offered by instructors or others, or expressing views relevant to the instruction in an academically appropriate and reasoned manner.

- 9.1.2.** Academic unreliability manifested through repeated violations of academic dishonesty, furnishing false information, impersonating another, or forging, altering or misusing college documents, records or identification.
- 9.1.3.** Threatening the safety of themselves or others, disrupting the educational process, or otherwise violating college policies or procedures.
- 9.1.4.** Engaging in disorderly, abusive, lewd, obscene, or violent behavior. These conducts pertain to both in person and/or online behaviors.
- 9.1.5.** Stealing or damaging RCC property or college community members' property, which includes, but is not limited to, course material and examinations, and students' books and supplies.
- 9.1.6.** Using college funds, college-owned equipment, electronic resources or supplies for personal, pornographic or other unauthorized purpose.
- 9.1.7.** Illegal or unauthorized distribution, possession, use or being under the influence of alcohol or marijuana, illegal drugs or controlled substances on college property or at college-sponsored or supervised functions.
- 9.1.8.** Personal or any other unauthorized possession of explosives, firearms, dangerous chemicals, or other weapons on college property or at college-sponsored and supervised functions.
- 9.1.9.** Physically or verbally abusing, coercing, menacing, threatening, intimidating, or otherwise harassing any member of the College community regardless of geographic location. These conducts pertain to both in person and/or online behaviors.
- 9.1.10.** Engaging in sexual misconduct. Sexual misconduct includes but is not limited to: sexual harassment, sexual assault, sexual abuse, stalking, dating violence, and domestic violence. See AP-047 at <http://www.roguecc.edu/GIAP> for more information. Interpretations of the above terms may be provided by reference to law and to college policy.
- 9.1.11.** Misuse of Permission Code. Permission Codes are given to students by instructors when a student wishes to add a class after the first week of term but before the add/drop deadline or when a student is moved from the waitlist to being fully enrolled in the course. Students are not guaranteed a permission code – availability is subject to class size and logistical limitations. Permission Codes are to be used only by the individual given the code. Sharing a Permission Code with another student will result on both students being administratively dropped from the course.

9.2. Procedures for Resolution of Alleged Violation of the *Student Code of Conduct*

Complaints regarding alleged violation of the *Student Code of Conduct* will be reviewed and resolved using the procedures outlined below. If the review or investigation confirms the student's violation of the *Code of Conduct*, one or more disciplinary actions and sanctions listed in Section 9.3 will be imposed.

All documentation related to any such action will follow established filing procedures. These procedures will include written copies to the student and the vice president, Student Services/ Chief Student Services Officer, and a copy stored electronically in the RCC incident reporting database. Appropriate campus parties will be notified. Information about student disciplinary action is protected against improper disclosure and is not included in student academic records in accordance with FERPA and amendments.

9.2.1. Direct Resolution

When any member of the College community believes a student has violated one or more of the standards of the *Student Code of Conduct*, he or she is encouraged to seek resolution directly with the student. However, if personal safety is at risk, contact 9-1-1 or campus security personnel at 541-218-2930. All students and staff are encouraged to file an *Incident Report* located at: [https://roguenet.roguecc.edu/ IncidentReport/](https://roguenet.roguecc.edu/IncidentReport/), including proposed resolution and/or action. Direct resolution is not appropriate for all cases. For example, direct resolution is not appropriate when a student is accused of a violation that relates to sexual misconduct.

9.2.2. Compliance Coordinator

If resolution cannot be reached in direct manner between the College community member and the student, the complainant may contact the Compliance Coordinator by completing an *Incident Report*: <https://roguenet.roguecc.edu/IncidentReport/>, within three (3) working days, stating the complaint, the alleged violation of the *Code of Conduct*, and other relevant information.

Within seven (7) working days of receiving the *Incident Report* from the College community member, the Compliance Coordinator will contact the student and other party(ies) involved regarding the complaint and resolution. The Compliance Coordinator may use multiple processes to help resolve the issue. S/he will review the issues and actions of the parties involved, propose resolution, and determine appropriate sanction(s) for the student. Established filing procedures will be followed.

9.2.3. Appeal to the Vice President of Student Services

Students receiving written notice of disciplinary action for an alleged violation of the *Code of Conduct* have the right of final appeal in writing to the Vice President, Student Services within seven (7) working days for review.

Within ten (10) working days of receiving the student appeal, the Vice President, Student Services will review the complaint, investigation process, findings, and sanctions. S/he may consult the administrative team in his/her review process to assure consistency and fairness within RCC. The review may include multiple processes with parties chosen by the College in resolving the issue. The Vice President, Student Services will report his/her findings and conclusions of the final appeal to the student complainant and the RCC Compliance Coordinator. Established filing procedures will be followed.

9.3. Sanctions

One or more of the following sanctions may be imposed upon students who have violated the *Student Code of Conduct*. All documentation related to any such action will be subject to established filing procedures.

9.3.1. Reprimand

Any RCC staff member may initiate a reprimand with a verbal or written warning when a student's specific conduct does not meet college standards and continuation of such conduct will result in further disciplinary action. An *Incident Report* and a copy of the written reprimand or documentation of a verbal reprimand will be sent to the Compliance Coordinator within two (2) working days. Established filing procedures will be followed.

9.3.2. Immediate Exclusion

Any RCC staff member may direct that a student be immediately excluded from RCC privileges, activities, and/or property as deemed appropriate and necessary to ensure the safety and rights of students and staff. The staff member will inform the student of the requirement for a meeting with the Compliance Coordinator to determine attendance eligibility following immediate exclusion. The staff member will file an Incident Report with the Compliance Coordinator within one (1) class day following the exclusion. Within one class day after receiving the Incident Report, the Compliance Coordinator, or his/her designee, will contact the student and schedule a meeting. The purpose of the meeting is to:

9.3.2.1. Share information and documentation regarding the incident and *Student Code of Conduct*;

9.3.2.2. Attempt to resolve the problem that led to exclusion so that the student may resume attendance; and,

9.3.2.3. Determine appropriate disciplinary action that may be imposed.

If the student fails to attend the meeting or to respond to the Compliance Coordinator's request, the student forfeits all rights to resume attendance at RCC until such meeting occurs.

The Compliance Coordinator will communicate with all appropriate parties, in writing, the disciplinary action and/or the conditions upon which the student may resume attendance at the College. Established notification and filing procedures will be followed.

9.3.3. Disciplinary Probation

The Compliance Coordinator, or designee, may direct a student to comply with specific conditions or restrictions while in attendance at RCC, in addition to the *Student Code of Conduct*, for a specified period of time. The Compliance Coordinator will communicate the specific behavior leading to this sanction and the specific conditions or restrictions imposed for the specified period of time to the student, in writing. The student will sign the document provided by the College and agree to abide by its terms or forfeit all rights to continue attendance at RCC. Established filing procedures will be followed.

9.3.4. Suspension

The Compliance Coordinator may direct a suspension defined as exclusion from RCC property, activities, and privileges for a fixed period of time appropriate to address the severity of the infraction. The Compliance Coordinator shall provide written notice to the student and established filing procedures will be followed.

9.3.5. Expulsion

The Compliance Coordinator may direct termination of student status and denial of further college privileges. Conditions of readmission, if any, will be listed in the letter of expulsion given as a notice to the student by the Compliance Coordinator. Established filing procedures will be followed.

9.3.6. Restitution

The Compliance Coordinator, in consultation with the administrative team and other parties involved, may direct restitution in addition to other disciplinary action. Restitution is defined as compensation or reimbursement for damage to or misappropriation of property, which may take the form of appropriate service to repair or otherwise compensate for damages. Conditions of restitution will be detailed in a letter to student. Established filing procedures will be followed.

9.3.7. Interim Measures

The Compliance Coordinator may, to insure the safety of all students and the campus community, impose interim measures including, but not limited to: a change in a student's class schedule, imposition of a "no contact" order, providing a safety escort, dropping a student from a class or classes, or any other measures as appropriate to protect a student or staff member. Such measures are temporary to insure the safety of all members of the RCC community while an investigation is conducted.

9.3.8. Other

The Compliance Coordinator may impose additional sanctions or forms of disciplinary action including, but not limited to, directives for student behavior or plans of action.

10. STUDENT GRIEVANCE PROCEDURE

Note: If you need disability accommodations to successfully complete this process, contact the Disabilities Services Office: <http://web.roguecc.edu/disability-services>. On Redwood Campus, Building W (Library), 541-956-7337 or at Riverside Campus, Building B, Room 9, 541-245-7537.

Harassment and sexual assault complaints will be filed according to AP-047, *Discrimination, Harassment, and Sexual Violence*. Go to <http://www.roguecc.edu/GIAP> and find "Discrimination" in the Table of Contents).

Grade appeals shall be filed according to procedures outlined in the *Petition to Change of Academic Record Procedure* section of the *Change of Academic Record* form: <http://www.roguecc.edu/Enrollment/forms/PetitiontoChangeAcademicRecord.pdf>).

10.1 Explanation

This *Student Grievance Procedure* provides a way for students to seek resolution to decisions, conditions, and practices of RCC, its faculty and staff, which they allege are violations of this *Statement*, as identified, or other published college policies and procedures. As students pursue their educational goals, they will be treated with professionalism and respect by college employees or staff. An alleged violation may be referred to as a "grievance." Students shall not be retaliated against for filing a legitimate grievance.

This *Student Grievance Procedure* outlines the steps to resolve alleged violations of this Statement or other published college policies and procedures. Students will attempt to resolve alleged violations with the staff member(s) directly involved. Should a staff member directly involved in facilitating the resolution procedure be the object of an alleged violation or formal grievance, the College President will appoint a replacement.

Steps 1, 2 and 3 (if applicable) below must be completed before proceeding to Step 4. It is intended that alleged violations be resolved at any point in the process when the parties involved can agree on a resolution. All documentation submitted or created during the resolution process shall follow established filing procedures. Students with a grievance shall follow the procedures and time lines outlined below:

10.2 Procedure

Step 1: Direct Resolution

The student discusses the grievance with the College staff member who is directly involved and attempts to find resolution within a timely manner. The student may choose to be accompanied by a support person such as a counselor, an academic advisor, or an officer of the ASGRCC during this discussion. The student must state a proposed resolution.

RCC encourages face-to-face direct resolution of alleged grievances. This process – though difficult – is often rewarding for both students and staff. A Student with a potential grievance will use face-to-face direct resolution unless the student is able to specifically articulate why face-to-face resolution is inappropriate for their grievance and a counselor agrees these reasons make face-to-face resolution inappropriate. If after meeting with a RCC counselor the counselor determines that attempting direct resolution in-person is not in the best interest of the student direct resolution may be attempted in writing.

In these circumstances, working with a college counselor, the student will write a letter or memorandum to the College staff member outlining their grievance and proposed resolution. The College staff member will then respond in writing within seven (7) business days. If no resolution is reached at Step 1, the student moves to Step 2.

Step 2: Resolution with Department Chair or Immediate Supervisor

If the grievance is not resolved directly with the College staff member, the student discusses the grievance and seeks a resolution with the staff member's department chair (or immediate supervisor). The student may choose to be accompanied by a support person during these discussions. The student must state a proposed resolution.

Appropriate written documentation will be maintained by the department chair, (or immediate supervisor) and established filing procedures will be followed. If no resolution is reached at Step 2, the student moves to Step 3. If the staff member does not report to a dean, or if the dean has heard the student in the role of immediate supervisor, the student moves to Step 3.

Step 3: Resolution with Dean

If the issue is not resolved with the staff member's department chair or supervisor, the student may seek resolution with the supervising dean for the department. Appropriate written documentation will be maintained by the dean and approved filing procedures will be followed. If no resolution is reached at Step 3, the student moves to Step 4.

Step 4: Resolution with Dean of Student Success

If the issue is not resolved by discussions in Step 1, 2, or 3 (if applicable), the student has ten (10) working days to request a *Student Grievance* form and information about filing a grievance from an RCC counselor. The signed and completed form shall be submitted to the dean, Student Success within five (5) working days after requesting the form from a counselor. The *Student Grievance* form requires a statement of proposed resolution of the grievance and a summary of prior actions taken.

Within seven (7) working days of receipt of the *Student Grievance* form, the dean, Student Success will contact the parties involved, provide them with a copy of the completed *Student Grievance* form, attempt to clarify the issue, and arrive at a mutually satisfactory resolution between student and staff. During the dean's investigation, the persons involved may include a representative or other support person with first-hand knowledge of the issue. If resolution is reached, the dean will summarize the resolution in writing for the student grievant and college employee and follow established filing procedures.

Step 5: Appeal Process

If resolution is not reached, the student has the right of final appeal of the issue to the vice president, Student Services. The final appeal process requires the student to prepare and deliver a written appeal request to the vice president within seven (7) working days after the dean, Student Success gives notice to the student of the result of the investigation. The written appeal request must include an explanation of why the issue remains unresolved and must provide the proposed remedy to the grievance.

Within ten (10) working days of receiving the student appeal, the vice president, Student Services will review the grievance, the investigation process, and the proposed resolutions. He or she may consult with the administrative team and/or the College President in the review process to assure consistency within RCC. The review may include, but not be limited to, an interview of the student grievant, college staff member and/or other involved parties. The vice president, Student Services will report the findings and conclusions to the student grievant, the college staff member(s) involved, and the dean, Student Success, with a written and signed document. Established filing procedures will be followed.

The *Student Code of Conduct* and procedures are posted on the RCC Website in the *Students, Rights, Freedoms and Responsibilities Statement* at: <http://www.roguecc.edu/Students/StuRights/StudentRightsFreedomsResp.pdf>.

Grievance forms may be obtained in the counseling/advising centers at all three RCC campuses. *Incident Report* forms are located on the intranet index at www.roguecc.edu/intranet under the forms section.

Revised/E-Team Approved: April 24, 2017