

Student Grievance Policy

Students who have a grievance against staff and other students should complete a Grievance form and submit the form to the Director of Student Services. The Director will schedule a meeting with the student and attempt to resolve the issue. If the student believes that the issue was not resolved, the Director will schedule a meeting with the student, their mentor and the Ombudsman. If the student believes that the issue is still unresolved, they may appeal to the Associate Provost of Academic Affairs. The Associate Provost will schedule a meeting that includes the Title IX Compliance Officer if needed.

Note: Grievances against the Office of Financial Aid must be directed to Financial Aid.

Grade Change Policy/Grade Grievance

Grade change issues are to be addressed according to the following protocol:

1. A student grievance regarding a grade must be made and signed by the student within 10 days of the issue of the grade. A grievance made after 10 days will not be considered.
2. If the grievance is not resolved between the student and the faculty member, the student should consult with the Director of Student Services who will review and work to resolve the issue with the student.
3. If the grievance is not resolved through the meeting process, and the student chooses to pursue a further remedy, the Director of Student Services will send all documentation of concern and a request for a meeting to the Associate Provost of Academic Affairs. The Associate Provost may decide to meet with the student and the Director of Student Services to ask questions to understand the issues. The Associate Provost makes the final decision regarding grade grievances and will send notice of the final decision within 48 hours.

Note: Grievances involving other student code of conduct issues, students, student organizations, events, and facilities are to be referred to the Department of Student Services.

Students are encouraged to try and resolve all grievances within the University process described above. However, students have the right and may choose to file a complaint with the State of Indiana through the Indiana Commission for Higher Education. Information about this process can be found at [CHE: Student Complaints](#).