Grade Appeal And Grievance Procedure

Final Course Grade Appeals
A student has the right to appeal a final course grade if one or more of the following reasons can be substantiated:

- A grading decision was made on some basis other than the student's course performance.
- A grading decision was based on significantly different standards from those applied to other students in the same course in the same term with the same instructor.
- A grading decision was based on a significant and unannounced departure from the course syllabus.
- The student experienced a significant extenuating circumstance within the last 7 days of the course term that prevented the student from participating in class or submitting coursework.

Before initiating a grade appeal, the student is strongly encouraged to work directly with the course instructor to resolve the concern. Per the Grade Appeal Policy, if the student still chooses to appeal their final grade the student must complete, sign, and submit the school's Grade Appeal Form by the 3rd day following the end of the term. The form must be accompanied by any relevant documentation to support the student's reason for the appeal. The burden of proving the reason for the appeal rests solely with the student. An appeal cannot be made solely based on a disagreement with the instructor's decisions. Students can obtain the Grade Appeal Form from their Dean/Director of Education or Registrar.

Grievance Procedure
Students are encouraged, at all times, to communicate their concerns to members of the faculty and administration. If a situation arises in which a student has a complaint or grievance the student must follow the following procedure, unless they are filing a Final Course Grade Appeal (above), and then the student skips immediately to Step 3; if the Dean/Director denies the appeal, the matter then proceeds to the Campus President under Step 4:

1. Within 2 business days: Discuss the matter with his or her instructor, if applicable. If not resolved,
2. Within the following 2 business days: Discuss the matter with the Program Director, if applicable. If not resolved,
3. Within the following 2 business days: Discuss the matter with the Dean/Director of Education or Nursing. For nursing students enrolled in online courses, this step is directed to the Dean of Online Nursing. If not resolved,
4. Within the following 2 business days: Discuss the matter with the Campus President.

If a student is still unable to resolve the issue, a written grievance statement along with supporting documentation may be submitted to the Campus President. The written statement should include the details of the student's issue, a summary of the conversations the student had with individuals while following the above procedure, and an explanation as to why the student believes the issue remains unresolved.

The Campus President will schedule a grievance committee meeting within two (2) business days of receipt of the written grievance. Students are required to appear before the grievance committee. The Campus President will inform the student of the time and place to appear before the committee. The grievance committee has the responsibility of reaching a decision that is in balance with the best interest of both the student and the college/institute. Students will be notified in writing within three business days of the committee's decision. Legal representation is not permitted because a grievance committee meeting is not considered a legal proceeding.

Further, students have the right to report any apparent inconsistencies with the application of the Grade Appeal and Grievance Procedure outlined in the school catalog. The request must be completed in writing and submitted to the college/institute Ombudsperson at: ombudsperson@edaff.com. The request must include a summary of the student's grievance and any details and supporting documentation of the student's conversation with campus staff regarding the grievance, and it must describe how the campus' management of the grievance procedure was inconsistent with the school catalog. The Ombudsperson will research the student's report as deemed appropriate, including requesting additional information from the student as needed, and render a final decision that is binding. The student will be notified in writing of the decision. If the resolution is unsatisfactory, the student may choose to address his or her concerns to the state licensing authority, the institutional accreditor, the programmatic accreditor, or other approving agencies, including the following:

The title and address of the state licensing authority is:
State Board of Private Licensed Schools Pennsylvania Department of Education
607 South Drive, Floor 3E Harrisburg, PA 17120

Main Information Number: (717) 783-8228
Fax (717) 772-3622
Website: www.education.pa.gov

The title and address of the institutional accrediting commission is:
Accrediting Commission of Career Schools & Colleges
2101 Wilson Boulevard, Suite 302
Arlington, VA 22201
(703) 247-4212
www.accsc.org

Student Complaint Procedure

Schools accredited by the Accrediting Commission of Career Schools and Colleges must have a procedure and operational plan for handling student complaints. If a student does not feel that the school has adequately addressed a complaint or concern, the student may consider contacting the Accrediting Commission. All complaints reviewed by the Commission must be in written form and should grant permission for the Commission to forward a copy of the complaint to the school for a response. This can be accomplished by filing the ACCSC Complaint Form. The complainant(s) will be kept informed as to the status of the complaint as well as the final resolution by the Commission. Please direct all inquiries to:

Accrediting Commission of Career Schools & Colleges
2101 Wilson Boulevard, Suite 302
Arlington, VA 22201 (703) 247-4212
www.accsc.org | complaints@accsc.org

A copy of the ACCSC Complaint Form is available at the school and may be obtained by contacting complaints@accsc.org or at https://www.accsc.org/Student- Corner/Complaints.aspx.

The title and address of the Dentistry Board is:
Pennsylvania State Board of Dentistry
P.O. Box 2649, Harrisburg, PA 17105-2649
Phone: (717) 783-7162
Fax: (717) 787-7769
St-DENTISTRY@pa.gov

The title and address of CODA is:
Commission of Dental Accreditation
211 East Chicago Avenue, Chicago IL, 60611
Phone: (800) 232-6108
www.ada.org

The title and address of the Department of Health is:
Pennsylvania Department of Health
625 Forster Street, Harrisburg, PA 17120
Phone: 1-877-724-3256.

The title and address of the regulatory agency for the Practical Nursing Program is:
Pennsylvania State Board of Nursing
One Penn Center, 2601 North 3rd Street Harrisburg, PA 17110
Phone: (717) 783-7142
Fax: (717) 783-0822
St-NURSE@pa.gov

If the student has been dismissed, the student will remain dismissed until the matter is resolved. If the matter is resolved in the student's favor the student will be reinstated at the next available course start date.

If the student's eligibility for Financial Aid has been suspended, the student may remain in school during the Appeals process.

New Jersey Residents

For all types of complaints concerning postsecondary institutions in New Jersey, the first course of action must be to try to resolve the complaint with the administration of the institution involved. More information about exceptional complaint cases and which departments to contact can be found on the website: http://www.state.nj.us/highereducation/OSHEComplaintInstructions.shtml. Students may file a complaint with the New Jersey Department of Labor and Workforce Development, Center for Occupational Employment by completing and mailing the student conflict resolution form found on the Department's website at:

http://www.nj.gov/labor/lwdhome/coei/teu.html#7

Maryland Residents

Students must first exhaust the complaint/grievance procedures established by the institution before submitting a complaint to the Maryland Higher Education Commission. If the complaint has not been resolved appropriately by the institution, the complainant may submit an official complaint to the MHEC provided on their website. A signed form must be submitted to MHEC with copies of supporting documentation included. The complaint forms can be found in their complaint process document on their website at:

http://mhec.maryland.gov/institutions_training/Documents/acadaff/Student%20Complaint%20Process%20-%202018%20Revisions.pdf.

Grievance Policy For Delaware Residents

Students must first exhaust the formal complaint process of the host institution before completing a student complaint form with Delaware Higher Education Office (DHEO). After a current or former student has exhausted all complaint resolution policies and procedures at the host institution, they may file a complaint against a degree granting Postsecondary Institution. DHEO will only review complaints made against a Postsecondary Institution approved to offer degrees by the State of Delaware or through the State Authorization Reciprocity Agreement (SARA) https://education.delaware.gov/families/college-career-life/college-scholarship-financial-aid/dheo-forms/student-complaint-inquiry-form/.

1. The Delaware Department of Education Higher Education Office (DHEO) is responsible for reviewing student complaints.
2. Students must exhaust the formal complaint process of the host institution.
3. If the inquiry is against an institution that DHEO is authorized to review, the student will submit a Student Complaint Inquiry to DHEO for review.
4. Upon submission, DHEO will review the Student Complaint Form and all supporting documents. The DHEO may request further documentation from the postsecondary institution mentioned in the complaint.
5. DHEO determines if the resolution of the host institution is acceptable. If so, complaint process is concluded and previous resolution is sustained. If the previous resolution is found not acceptable by the DHEO, then the complaint will be further investigated until resolved.
6. Student receives final disposition letter from the DHEO.