

The mark "IP" cannot be given more than twice for any particular course. If a student enrolled in an *open-entry, open-exit* course is assigned an "IP" at the end of an attendance period and does not re-enroll in that course during the subsequent attendance period, the instructor shall assign a grade (A, B, C, D, F, NC, or CR) to be recorded on the student's permanent record for the course.

**"RD" Report Delayed:**

The "RD" symbol may be assigned by the registrar when there is a delay in reporting the grade of a student as a result of circumstances beyond the control of the student. It is a temporary notation to be replaced by a permanent symbol as soon as possible. "RD" shall not be used in calculating grade point averages.

**"W" Withdrawal (Revised January 12, 2012)**

Withdrawal from a class or classes is authorized through sixty percent (60%) of a course. The academic record of a student who remains in a class beyond the last day noted above must reflect a symbol authorized in **Policy 4C4A** of this part, other than a "W".

A student may withdraw from a class or classes in extenuating circumstances after sixty percent (60%) of the course, upon approved petition of the student or representative after consultation with the instructor. The petition must be approved by the College President or designee. Extenuating circumstances are verified cases of accidents, illnesses or other circumstances beyond the control of the student.

No notation ("W" or other) shall be made on the academic record of the student who withdraws during approximately the first twenty percent (20%) of a course.

Withdrawal between approximately twenty percent (20%) of a course and sixty percent (60%) of a course shall be recorded as a "W" on the student's record.

The "W" shall not be used in calculating grade point averages, but excessive "W's" shall be used as factors in probation and dismissal procedures.

In the case of students who are members of an active or reserve military service, and who receive orders compelling a withdrawal from courses, the Colleges shall permit withdrawal at any time during the term with no adverse impact on a student's academic record or enrollment status. (Effective January 1, 1990)

4C4B Each College shall designate in the catalog those courses and the number of courses in which students may be evaluated on a *credit-no-credit* basis. Students must elect this option no later than the end of the fourth (4th) week or the first thirty percent (30%) of the term. (Title 5, Section 55752)

4C4C **Grade Changes** (Title 5, Section 55025) See **Procedure 4C4C** of this Manual for procedures on grades changes (Revised 9/27/11)

The instructor of each course shall determine the grade to be awarded each student. The determination of the student's grade by the instructor shall be final in the absence of mistake, fraud, bad faith, or incompetence. A judgment to change or expunge a grade for reasons of mistake, fraud, bad faith, or incompetence shall be made by the College Chief Academic Officer after consultation with the student, the instructor, and the Division/Department Chair. All parties noted above shall be notified in writing of any changes. Reasons for any grade change shall be documented.

4C4C1 When students request a grade change, provisions shall be made for another faculty member to substitute for the instructor if the instructor is not available or does not respond to communications within a reasonable length of time, the student has filed a discrimination complaint, or the District determines that it is possible there has been gross misconduct by the original instructor.

4C4C1A **Expunging Incorrect Grades**

See **Procedure 4C4C** for expunging incorrect grades.

4C4D **Course Repetition** (Title 5, Sections 55040, 55041, 55042, 55043, 55044, 55045, 56029) See **Procedure 4C4D** of this Manual for procedures on Course Repetition. (*Revised May 6, 2011*)

4C4D1 A student may repeat a course under one (1) or more of the following circumstances.

4C4D1A A student may repeat once for credit a course taken at a regionally accredited college or university for which a grade of "D", "F", or "NC", or "NP" was received, and may petition for a second repeat under these circumstances.

Upon determination of course equivalency by the College and upon petition by the student, the previous grade and credit shall be disregarded in the computation of grade point averages.

When course repetition occurs, the permanent academic record shall be annotated in such a manner that all work remains legible, insuring a true and complete academic history. [Title 5, Section 55046(a)]

4C4D1B A student may repeat a course for which a grade of "A," "B," "C," "CR," or "P" was received only upon petition and with the written permission of the College President or designee based on a finding that extenuating circumstances exist which

## **Student Complaint Procedures**

The Student Complaint Procedures are established so that students can resolve difficulties/problems they encounter in College-related activities. Student complaints are taken seriously; therefore, the complaint must be of a compelling, substantive, and verifiable nature. Repeated filings of the same complaint, filings of a frivolous nature, or capricious complaints against school personnel will be considered abuse of the student conduct and/or complaint process. Such repeated filings will be referred to the College President for a decision.

1. These procedures apply to student complaints such as:

- Course content
- Access to classes
- Verbal or physical abuse by faculty, staff, or students
- Faculty member refusal to confer with student(s)
- Harassment

These procedures do not apply to student complaints which involve:

- Unlawful Discrimination (See **Policy 7D4**)
- Sexual Harassment (See **Policy 7D2**)
- Assignment of grades (See **Policy 4C4C** for final grade changes)

2. The College President will determine and publicize which administrative office will receive and administer student complaints.

3. Any party to a complaint may be represented by one (1) person on the College staff or student body.

4. Filing of complaints against any party is a serious undertaking. Prior to filing a written complaint, and within ten (10) instructional days of the incident leading to the complaint, the student(s) should contact the staff member involved in an attempt to resolve the issue. If this attempt is not feasible or does not resolve the problem, the student(s) may initiate Level I action. Complaints may not be filed after ninety (90) instructional days from the date of the incident leading to the complaint.

5. Notices sent to the last address available in the records of the College and deposited in the United States mail, postage prepaid, shall be presumed to have been received and read.

## **Level I**

- a. The student(s) should contact the office of the staff member's immediate supervisor/designee. At the time of contact, the student(s) should complete and submit a Level I "Initial Student Complaint Form" which will be available in the supervisor's office. The student(s) will be given an appointment to meet with the immediate supervisor/designee at this time. The appointment to meet shall be within ten (10) instructional days of notice of the occurrence to the alleged incident.
- b. At the time of the appointment, the student(s) and the immediate supervisor/designee will attempt to resolve the issue in a satisfactory manner. All Level I conferences may be tape recorded with the concurrence of both parties. (These recordings shall be the exclusive property of the College/District and shall become part of the complaint file.)

If the complainant fails to appear for the scheduled appointment, the Level I complaint process shall be terminated and the complainant shall have no further recourse.

- c. Subsequent to the student(s) meeting with the immediate supervisor/designee, the latter shall meet and confer with the staff member(s) involved in an effort to resolve the complaint. If possible, this meeting shall be within five (5) instructional days of the student(s) meeting with the immediate supervisor/designee.
- d. After meeting with student(s) and staff member(s), the immediate supervisor/designee shall notify the parties involved of his/her suggestion for resolution. If this resolution is acceptable to the complainant(s), the immediate supervisor/designee shall complete the Level I "Information/Disposition Form" and submit copies of it to the complainant(s), the staff member(s) and maintain the original in a suitable file.
- e. If the immediate supervisor/designee does not resolve the complaint to the complainant's satisfaction, the complainant may, within ten (10) instructional days of the decision, file with the appropriate administrator a request to move the complaint to Level II.
- f. At the written request of the student(s), action on the complaint may be delayed until the term of the class is completed. In this event, the appropriate administrator may delay any further action on the complaint until the next semester.
- g. In the event of a group complaint, at most two (2) students shall be chosen to carry the complaint forward.

## **Level II**

- a. Under certain circumstances, and in the interest of fairness to all parties, the immediate supervisor/designee may refer the complaint to Level II immediately. The immediate supervisor/designee shall notify the student(s), staff member(s), and appropriate administrator when the referral has been made to Level II.

- b. If the complainant(s) choose(s) to move the complaint to Level II, he/she/they must complete a "Request to Appeal from Level I Recommendation" form.
- c. Within ten (10) instructional days of receiving the request (either the immediate supervisor's/designee's referral or the student(s)' appeal), the appropriate administrator shall investigate the allegations and convene a conference of the student(s), the staff member(s), and the staff member(s)' immediate supervisor/designee.

All Level II conferences shall be tape recorded by the appropriate administrator. These recordings shall be the exclusive property of the College/District and shall become part of the complaint file.

If a complaint is filed within the last thirty (30) instructional days of the semester or the last ten (10) instructional days of summer school, the appropriate administrator may delay any further action on the complaint until the next academic term.

The student(s) bringing the complaint and the staff member(s) being complained against must be present at this conference. Under compelling circumstances this meeting may involve teleconferencing. At this meeting, an attempt will be made to resolve the issue(s) and agree upon the remedy.

The Student(s) bringing the complaint and all parties named in the complaint must be present at this conference. If the complainant fails to appear for this conference, except for good cause, the Level II complaint process shall be terminated, and the complainant shall have no further recourse.

- d. Following this Level II conference, the appropriate administrator shall, within five (5) instructional days, provide his/her written decision and the basis for the decision. Copies of this decision shall be sent to the student(s), the staff member(s), the immediate supervisor/designee, and the appropriate Vice President.
- e. The student(s) bringing the complaint and/or staff member(s) being complained against may challenge the Level II decision by proceeding to Level III.

### **Level III**

- a. If the student(s) and/or the staff member(s) challenge(s) the Level II decision he/she/they must file a written appeal (See "Request to Appeal from Level II Recommendation" form) within ten (10) instructional days of notification of the Level II decision. This Level III appeal shall be filed with the appropriate Vice President.
- b. The appropriate Vice President must be provided with copies of all written materials, recordings, and any other documents generated regarding the complaint at Levels I and II.
- c. The purpose of Level III is to make one last attempt to resolve the issues to the satisfaction of the parties involved. To that end, the appropriate Vice President

shall, within ten (10) instructional days of receiving the referral assemble the complainant(s), the staff member(s), the appropriate administrator from Level II, the immediate supervisor/designee. (This meeting shall be tape recorded by the appropriate Vice President. These recordings shall be the exclusive property of the College/District and shall become part of the complaint file.)

- d. If the appropriate Vice President is able to resolve the difference(s)/complaint(s), such resolution shall be established in written form and shall be validated by the signatures of all parties involved. This agreement shall become part of the file and copies of same shall be made available to the complainant(s), staff member(s), appropriate administrator, immediate supervisor/designee.
- e. If the appropriate Vice President is unable to resolve the difference(s)/complaint(s) he/she shall assemble the Hearing Panel within ten (10) instructional days of that determination. He/she shall provide the Hearing Panel with the procedure to be used and answer any procedural questions which may arise. [See Student Complaint Hearing Panel **Procedure 4F9(b)**]

Approved by Chancellor's Cabinet  
January 12, 1993

Revised 01/11/94; Renumbered 04/21/94; Revised 03/21/95; Renumbered 06/01/95; Revised 10/02/01; Chancellor's Executive Council 12/13/2005; District Consultation Council 05/18/09

CC 12/1/15  
CC 1/26/16  
CC 2/23/16