

12.6.1.8 Student Access to Records

Students have supervised access to records in their academic and student life files. Academic files are kept by the Registrar and will routinely contain the student's course and grade transcript, copies of report cards, curriculum and transfer worksheets, transfer transcripts, and copies of correspondence pertaining to academic actions. Student life files are kept by the Dean of Students and will routinely contain housing and medical questionnaires and correspondence pertaining to disciplinary actions. In the case of dependents as defined by the Internal Revenue Service, parents and legal guardians have similar access.

Access to the student academic files is permitted to the Chairman of the Board of Directors, the President, Executive Vice President, Vice President for Academic Affairs, Academic Dean, and any other administrative officials whom the Registrar determines to have a legitimate educational interest. Access to the student life files is permitted to the Chairman of the Board of Directors, the President, Executive Vice President, and any other administrative officials whom the Dean of Students determines to have a legitimate educational interest.

Transcripts of courses and grades, academic dismissals, and disciplinary expulsions are matters of permanent record. Academic transcripts contain semesters of attendance, records of course credit and grades received, grade point averages and notices of academic honors or academic warning or dismissal. Notices of disciplinary expulsion are not contained on the academic transcript. Academic and student life files are released only with the written permission of the student.

12.6.1.9 Transcripts

An official transcript is one that has been received directly from the sending institution. It should bear the college seal, date, and appropriate signature. Transcripts presented that do not meet these requirements will routinely be rejected for any official use.

Academic transcripts will be released only with the written permission of the student, or in the case of a dependent a parent or legal guardian. The normal processing time for a transcript request is within 7 days of receiving permission in writing and a \$3.00 service charge. A processing time greater than 7 days is possible during peak times for the registrar (August registration and May graduation). All official transcripts are sent by first-class mail. Only unofficial transcripts will be released directly to the student. No student's transcript will be released if the student is not in good financial standing with the College.

12.6.1.10 Student Grievance Procedures

Christendom College seeks to maintain effective and supportive relationships between students and faculty and staff members within the College. However, when a student believes he

or she has been treated unjustly, in a way that violates his personal rights or is in opposition to College policies, the student should seek the College's aid in rectifying the situation.

Students are encouraged to make efforts to resolve misunderstandings and conflicts with College staff or faculty members before serious problems develop. Students are encouraged to seek resolution through informal means as a first-approach to resolving the issue at hand. If normal channels of communication breakdown and/or a situation does not permit or lend itself (e.g. sexual harassment) to informal resolution or does not seem to be resolving itself, students may seek recourse through the formal grievance process.

A complete statement of the College's Student Grievance Procedure is posted in the Student Life section of the Christendom website, www.christendom.edu.

A student's appeal of a course grade is handled according to a distinct policy and does not fall under the College-wide Grievance Procedures. In those cases in which a student does not understand, or does not agree with, the grade they have received on an assignment or examination, the student must first seek clarification from the professor who issued the grade. If after meeting with the professor the student remains convinced that the grade is wrong, he or she may have recourse to the following procedure:

Step 1: The student notifies the Academic Dean that he or she either does not understand or does not agree with a grade. The Academic Dean will inquire to make sure that the student has first taken adequate steps to resolve things with the professor before allowing the process to proceed to Step 2. If the professor who issues the contested grade is the Academic Dean, then the Academic Dean's role throughout this process will be taken over by his/her Department Chair.

Step 2: The Academic Dean meets with the professor and student together, to witness and help facilitate a conversation about the graded assignment or examination.

Step 3: If the issue still has not been resolved after Steps 1 and 2, the student may file a formal grade appeal with the Academic Dean. This must be done within eight business days of the meeting described in Step 2. Formal grade appeals, moreover, may not be filed more than five weeks after an assignment has been returned to the student, or the case of final exams or other end-of-term assignments, they may not be appealed after five weeks have elapsed in the following semester. The formal grade appeal consists simply in notifying the Academic Dean in writing (letter or email) that the student is appealing the grade in question. The Academic Dean will notify the professor that a formal appeal has been filed. The Dean then assumes responsibility for discretely gathering relevant materials and testimony from both the professor and the student. The professor and the student will observe proper respect for the process and the chain of command. The student is not permitted to lobby other administrators, professors, staff, or board members. Neither is the professor.

Step 4: The Academic Dean will consult with the Vice President for Academic Affairs (VPAA) on the appointment of the grade appeal committee, which shall consist of four full-time members of the teaching faculty whose expertise and experience most closely correspond to the

assignment in question. The Academic Dean may appoint himself or herself as one of the four committee members but is not obliged to do so. If the Academic Dean is on the committee, then he or she is its chair. If not, then the Academic Dean shall appoint the committee's chair. In either case, the Academic Dean will provide whatever materials and testimony he or she has gathered, from the student and the professor, to the committee.

Step 5: The committee then convenes in a timely manner to review the assignment. **All proceedings of the grade appeal committee will be kept strictly confidential and will be guided by the "Instructions for Grade Appeal Committees", which are found in the Faculty Handbook (Appendix 19.6).** The committee shall leave the grade unchanged or by a majority vote raise or lower the grade. Once the committee has made its decision, the Academic Dean shall handle all communication with the professor and the student. No explanations, qualifications, or justifications will be communicated to the student. The VPAA will receive a report from the Academic Dean, so that he or she may certify that there were no procedural violations. If the VPAA determines that there has been a procedural violation, he or she may instruct the Dean to redo the process. Otherwise the committee's decision on the student's grade appeal is final and not subject to further appeal.

Any situation that cannot be covered by the above procedure is to be resolved through discussion between the Academic Dean and the VPAA.

12.6.1.11 Sexual Harassment

If anyone believes he or she is the victim of sexual misconduct by any student, staff, faculty, visitor, or guest of the college, he or she should report the matter to the Sexual Misconduct Response Coordinator immediately so that the complaint can be quickly and fairly resolved. Complaints will be handled by the College in as confidential a manner as possible. Consult the Sexual Misconduct policy in the Student Handbook for a further explanation of what constitutes sexual misconduct and how to report it.