COURSE FAILURE APPEAL POLICY/PROCEDURE

Purpose:
1. The purpose of this policy is to provide a mechanism to request review of a course failure. There are a number of policies within the college that addresses specific concerns and it is important that those matters are referred to the appropriate office or person. The Ombuds Office is available as a confidential resource to help students access the appropriate office or means of resolving a problem. If the student and involved person(s) are unable to resolve the problem, the student may file an appeal. If the issue does not involve a grade failure or progression, the student may go to the Associate Dean of Academic Programs, or the appropriate Assistant Dean.

Procedure: See Flow Chart.

Informal Conflict Resolution Meeting
1. Arrange a meeting with the Assistant Dean of Student Affairs and Diversity.
2. The student should arrange for a private face to face meeting with the involved person(s) to discuss the issue.
3. If the student is hesitant to discuss an issue, it is recommended the student ask their advisor to be present when meeting. The Ombuds Office is also available to assist if requested.
4. The meeting must occur within 30 days of faculty notification or posting of course failure (whichever occurs first). In the event that neither party is unavailable to meet within the 30 days, the Associate Dean of Academic Programs may be contacted to facilitate the scheduling of the meeting.
5. If the problem is resolved through informal discussion, no further steps are required.
6. In order to file a formal appeal, the following criteria must be met:
   a. The appeal must refer to a clinical course failure or a didactic course failure OR must reflect a matter that affects student progression.
   b. The appeal is not regarding a course grade change.

Statement of Appeal
1. If the student wishes to initiate a formal review of the complaint, the student should complete the Initial Statement of Course Failure form within 10 days of the meeting and obtain a signature from the involved person(s) and proceed to Formal Request Review of the procedure.
2. A copy of the Initial Statement of Course Failure form should be given to the involved person(s).

Formal Review Request
1. Submission of a Formal Review Request form initiates the formal review process. The student shall submit the form along with a written request to the appropriate Assistant Dean or Program Director to initiate a formal review.
2. The written request must include the following: course name and number, the student, person or persons involved, a summary stating specific policies or procedures involved, and specific actions upon which the appeal is based.
3. This summary must be kept to one typewritten page.
4. Any supplemental materials relevant to the complaint may be attached to support the appeal.
5. The written appeal must be submitted within (10) ten days after the informal meeting with the student and person or person(s) has occurred.
6. The Assistant Dean (or designee) will conduct an appropriate investigation into the matter, which may include a reference to the Student Affairs Committee (SAC) if all criteria are met.

Student Affairs Committee Formal Appeal Process
1. Possible outcomes of filing a formal appeal will be one of the below:
a. The appeal does not meet all criteria and will be dismissed
b. The formal appeal meets all criteria and has formal hearing by SAC. The student request is granted and the original class decision is overturned.
c. The formal appeal meets all criteria and has formal hearing by SAC. The student request is denied and the original decision is upheld.
d. The formal appeal meets all criteria and has formal hearing by SAC. The student request is granted with contingencies.

2. During the formal review process, all parties involved may have a peer colleague of their choice present with them at meetings. Colleagues may not participate formally in the meetings but, they may provide advice and support. Unless the student requests otherwise, SAC meetings will include student representatives.

3. If the appeal is referred to SAC, all parties involved are invited to attend the meeting

4. Prior to the meeting, SAC members will receive copies of the appeal and supporting materials for their review.
5. During the formal review, all parties will be given equal time to address the committee.
6. All parties involved may remain in the meeting to hear information presented by others.
7. Following the presentations, SAC members may question the involved parties.
8. Once the committee members have concluded their questions, all parties including the Assistant Dean of the student’s program will be excused from the meeting while members deliberate and vote.
9. The committee will forward the outcome recommendations to the Associate Dean of Academic Programs who will make a final decision and notify the student.
10. The Associate Dean of Academic Programs (or designee) will inform the student of the resolution of the appeal within 5 working days. The decision of the Associate Dean of Academic Programs shall be final.

Revised SAC 11/15/2013; 3/17/2015
Implemented 1/17/2014; 3/23/2015
Date ______________________
Name of Student ________________________________

Academic Program (check one) _____ BSN Program

_____ Junior  _________ Senior

_____ RN-BS

_____ DNP Program

_____ Master’s Program/Post Master’s Certificate:

Specialty________________________

_____ PhD Program

_____ Non-Degree

Most disputes can be resolved following a thorough discussion of the issues by the parties involved. If such a meeting has occurred, and no resolution has been achieved, the student may document the concern/complaint in the space below, obtain the signature of the involved faculty or staff member, and proceed to Step II of the Appeal Procedure. One copy of this form should be distributed to each of the parties involved.

Statement of the problem/concern/complaint (including course name and number):

________________________________________________________________________
________________________________________________________________________
________________________________________________________________________

CONTINUE ON BACK IF NECESSARY.

The resolution that I am seeking is:

________________________________________________________________________
________________________________________________________________________
________________________________________________________________________

I have met with the student and have discussed the issues stated above.

Faculty/Staff Signature________________________ Date________________________
UNIVERSITY OF COLORADO
COLLEGE OF NURSING

FORMAL REVIEW REQUEST FORM

To: Associate Dean of Academic Programs

Date: ______________________

From: ____________________________________________  Student ID: ________________

_________________________________________________ (Street address)

_________________________________________________ (City, State, Zip)

_________________________________________________ (Home phone)

_________________________________________________ (Work/mobile phone)

____ BSN Program

____ Junior  ______ Senior

____ RN-BS

____ DNP Program

____ Master’s Program/Post Master’s Certificate:

Specialty ________________________________

____ PhD Program

____ Non-Degree

Procedures for Formal Review Request

1. Attach a copy of the Initial Course Failure Appeal form.

2. This form shall be submitted to the Associate Dean of Academic Programs within 10 days following the informal meeting if no resolution is achieved and the student wishes to ask for further review of the matter.

3. Supplemental materials may be attached to this form.

Names of students, faculty or committee members involved:

________________________________________________________________________

________________________________________________________________________

Steps taken in the informal initial review process (including outcome of meeting):

________________________________________________________________________

________________________________________________________________________

Student Signature______________________________  Date________________________

________________________________________________________________________
Student wishes to proceed with Grade Failure Appeal

STUDENT APPEAL STEP I- INFORMAL MEETING WITH INVOLVED PERSON(S)

Resolved with person(s) through informal meeting within 30 days of the last day of the course?

YES

STOP

NO

START APPEAL STEP II

Within 10 Days of Meeting, Complete Letter

Fill out Statement of Appeal and turn in to Associate Dean of Academic Programs

Meet Criteria for hearing?

YES

STEP III- FORMAL RESOLUTION WITH SAC HEARING

Committee Recommendations made to Associate Dean of Academic Programs

Final Decision made by Associate Dean of Academic Programs and sent to student via certified mail within 5 business days

NO

STOP