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| Academic Concerns Policy |  |

Original Date: July 29, 2019 **Glocal Institute, Inc.**

# PURPOSE

Glocal Institute, Inc. believes that students need a process to address academic concerns (i.e. grades/classroom policies) and bring their issues to the faculty and administration’s attention. The student may seek guidance from the administrator or instructor who will assist the student in understanding the process.

# SCOPE

These procedures are intended to afford students, faculty, and the school fair and equal treatment. All complaints must be filed within **one (1) year** of occurrence.

# POLICY STATEMENT

* 1. The student should first address a concern to the instructor. Students are encouraged to attempt to resolve the issue within the first thirty (30) days of the incident, through informal discussion with the appropriate instructor.
  2. If the concern remains unresolved, the student must prepare and submit written documentation to the administrator which identifies the specific concerns and desired outcomes. The administrator will share the written complaint with the faculty member and request a written response. The administrator will meet with the student and the instructor and respond, in writing. This may serve as Step 1 in certain circumstances.
  3. If the concern remains unresolved, the student may appeal to the Educational Consultant by sending a copy of the written complaint, and the administrator’s response to the Educational Consultant. The administrator will submit a copy of the instructor’s response to the Educational Consultant. These documents must be presented to the Educational Consultant within fourteen (14) working days of the administrator’s decision. If it is determined that a review is appropriate, an appeals committee will be assigned to hear the concern within seven (7) working days of the request.
  4. The appeals committee selection is as follows:

The Educational Consultant selects the following three (3) people: (1) instructor (not involved); (1) HR member from the healthcare facility; and (1) student leader from a different class as available.

The committee will make a recommendation to the Educational Consultant who will make a decision within five (5) working days of the committee hearing. The decision is final.

# APPROVAL AND REVIEW DETAILS

| **Approval and Review** | **Details** |
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| Approval Authority | 7/29/19 |
| Advisory Committee to Approval Authority | 7/29/19 |
| Administrator | 7/29/19; 3/30/2021, 3/29/24 |
| Next Review Date | 4/1/2025 |