



## EL PASO COMMUNITY COLLEGE PROCEDURE

For information, contact Institutional  
Effectiveness: (915) 831-6740

### **FLD-2          Non-Academic Student Dispute Procedure**

**APPROVED:** January 27, 1993      **REVISED:** September 1, 1995  
**Year of last review:** 2021  
**AUTHORIZING BOARD POLICY:** FLD

Classification: Administrative

Vice President or Associate Vice President: Vice President of Student and Enrollment Services

Designated Contact: Vice President of Student and Enrollment Services

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**OBJECTIVE:** To establish guidelines for students to dispute non-academic actions and/or decisions which are non-discriminatory.

Note: Discrimination complaints are to be addressed according to TASB Policy FLD (Local), *Student Complaints*.

#### **PROCEDURE:**

##### **I.          Student Responsibility to Be Knowledgeable of Rights**

It is the responsibility of the student to be knowledgeable of his/her rights in the non-academic area. This procedure will assist the student in resolving issues and actions of a non-academic nature.

##### **II.          Process**

The student has a total of 30 days from the date of the initial action to notify the faculty\*, staff member or administrator's immediate supervisor in writing with a statement regarding the area of concern.

Students having a concern are encouraged to work through the issue(s) directly with the faculty, staff member or administrator involved. Initial contact may be verbal or written; however, if a mutually satisfactory understanding has not been reached between the student and the faculty, staff member or administrator, the student, prior to the 30-day deadline, will provide the individual's immediate supervisor with a clear and accurate written statement of the concern(s).

##### **III.          Chain of Command:**

Step 1: Upon receipt of the student's written request/inquiry/concern, the immediate supervisor will have 10 (ten) working days from the date of initial contact to respond to the student in writing.

Step 2: The immediate supervisor will send a copy of the request/inquiry/concern to the appropriate faculty, staff member or administrator involved, who, in turn, will respond in writing to the supervisor within 5 (five) working days. Within the aforementioned time frame, the supervisor will send the student a copy of the response.

Step 3: If the student is dissatisfied with the response, the student may continue to the next administrator in the chain of command, for example: Director, Instructional Dean, Executive Director, and/or Associate Vice President.

Step 4: At each step, the previous College official will provide the next College official with all of the documentation submitted by the student and any information uncovered as a result of any and all investigations conducted by the previous College official(s).

**\*Note:** The word "faculty" denotes instructors, counselors and librarians.

Step 5: If, after progressing through the chain of command, the student is still dissatisfied with the response. A final written request/inquiry/concern may be submitted to the appropriate Vice President where the action occurred. This will only be allowed on the basis that procedures described herein were not properly observed. The appropriate Vice President will have 30 (thirty) working days to review the written statement explaining which procedures were not observed by College officials. The appropriate Vice President will be provided with all of the documentation which has been submitted and taken into consideration prior to rendering a decision. Once rendered, the decision of the appropriate Vice President is considered final.

Note: In the event that the direct supervisor is either an Associate Vice President or Vice President of a Division, the student will submit a clear and accurate written statement of the concern(s) to the President of the College. Upon receipt and review of the documentation, the President will have 30 (thirty) working days from the date of initial contact to respond. The response by the President is final.