

SECTION 4, FEDERAL REQUIREMENT 4.5

The institution has adequate procedures for addressing written student complaints and is responsible for demonstrating that it follows those procedures when resolving student complaints. (See Commission policy "*Complaint Procedures for the Commission of its Accredited Institution.*")

JUDGMENT OF COMPLIANCE

Compliant

Partially Compliant

Noncompliant

RATIONALE FOR JUDGMENT OF COMPLIANCE

North Georgia College and State University has adequate procedures for addressing written student complaints and is responsible for demonstrating that it follows those procedures when resolving student complaints.

Academic Integrity issues are addressed by the Academic Integrity Council (undergraduate) and the Academic and Professional Integrity Council (graduate):

Undergraduate -

The purpose of the Academic Integrity Council shall be to uphold regulations regarding academic integrity for undergraduate students.

The committee shall receive allegations of violations of academic integrity as defined by the North Georgia College & State University Student Honor Code involving undergraduate students and when necessary, shall conduct hearings addressing said allegations.

Graduate -

The purpose of the Academic and Professional Integrity Council shall be to uphold regulations regarding academic and professional integrity for graduate students.

The committee shall receive allegations of violations of academic and professional integrity as defined by the North Georgia College & State University Student Integrity Code and the Graduate Program Academic and Professional Integrity Policy, and when necessary, shall conduct hearings addressing said allegations.

If there is a grievance regarding a general matter, discrimination, harassment, sexual harassment, or complaints, a grievance procedure is in place to deal with the situation. For specific information related to this, refer the *Student Handbook & Academic Planner*, pp. 23-27 [[1](#)], the NGCSU Undergraduate Bulletin, 2004-2006, pp. 78-81 [[2](#), pp. 81-84], and the NGCSU Graduate Bulletin, 2006-2008, pp. 16-22 [[3](#)].

Petitions to review or change a grade are initiated at the program level and, if unresolved, progress through various stages to be reviewed by the department head and dean of the school or the Director of Graduate Studies and External Programs. Complaints unresolved at that level are forwarded in writing to the Vice President of Academic Affairs. An ad hoc committee of faculty members is assigned to hear the case. The decision is then forwarded to the Academic Vice President for final resolution.

Records and minutes of the "hearings" are kept in the office of the Vice President of Academic Affairs. The following is a list of the complaints and the resolutions that occurred during the academic years 2004-2005.

Academic Integrity Council

Academic Year 2000 – 2001:

The Office of Academic Affairs received thirty-five Academic Integrity Incident Reports. Seven of the thirty-five cases resulted in hearings and in all heard cases, the sanctions applied by the faculty member were upheld. Sanctions recommended by the faculty member for unheard cases were upheld.

Academic Year 2001 – 2002:

The Office of Academic Affairs received forty-eight Academic Integrity Incident Reports. Six of the forty-eight cases resulted in hearings and in three of the heard cases, the sanctions applied by the faculty member were upheld. Sanctions recommended by the faculty member for unheard cases were upheld.

Academic Year 2002 – 2003:

The Office of Academic Affairs received thirteen Academic Integrity Incident Reports. Five of the thirteen cases resulted in hearings and in four of the heard cases, the sanctions applied by the faculty member were upheld.

Sanctions recommended by the faculty member for unheard cases were upheld.

Academic Year 2003 – 2004

The Office of Academic Affairs received fifty-eight Academic Integrity Incident Reports. Twelve of the fifty-eight cases resulted in hearings and in nine of the heard cases, the sanctions applied by the faculty member were upheld. Sanctions recommended by the faculty member for unheard cases were upheld.

Academic Year 2004 – 2005

The Office of Academic Affairs received twenty-one Academic Integrity Incident Reports. Three of the twenty-one cases resulted in hearings and in all heard cases, the sanctions applied by the faculty member were upheld. Sanctions recommended by the faculty member for unheard cases were upheld.

Academic Year 2005 – 2006

The Office of Academic Affairs received fourteen Academic Integrity Incident Reports. One of the fourteen cases resulted in a hearing and the sanctions applied by the faculty member were upheld. Sanctions recommended by the faculty member for unheard cases were upheld.

Grade Appeals

Academic Year 2000 – 2001

The Office of Academic Affairs received two grade appeals. Both appeals resulted in hearings and the grades assigned by the faculty members were upheld.

Academic Year 2001 – 2002

The Office of Academic Affairs received six grade appeals. Of those six appeals, three resulted in hearings and the grades assigned by the faculty members were upheld. Three appeals were withdrawn by the students.

Academic Year 2002 – 2003

The Office of Academic Affairs received seven grade appeals. All appeals resulted in hearings and in five of the appeals, the grades assigned by the faculty members were upheld.

Academic Year 2003 – 2004

The Office of Academic Affairs received thirteen grade appeals. Of those thirteen appeals, twelve resulted in hearings and the grades assigned by the faculty members were upheld. One grade appeal was withdrawn by the student.

Academic Year 2004 – 2005

The Office of Academic Affairs received three grade appeals. Of those three appeals, two resulted in hearings and the grades assigned by the faculty members were upheld. One grade appeal was withdrawn by the student.

Academic Year 2005 – 2006

The Office of Academic Affairs received three grade appeals. Of those three appeals, two resulted in hearings and the grades assigned by the faculty members were upheld. One grade appeal was resolved without a hearing.

Document Reference:

Number	DB Num	Document Title	Resource
1		NGCSU Student Handbook & Calendar, 2005-2006, Grievance Procedure	http://www.ngcsu.edu/Stu_Lif/Handbook/2005_06_handbook.pdf , pp. 25-28 in PDF, pp. 23-27 in hard copy.
2		NGCSU Undergraduate Bulletin, 2004-2006, Academic Integrity Policy	http://www.collegesource.org/displayinfo/catalink.asp?pid={B7D26C41-3189-4993-A182-5B5C65B87E21}&oig={1FD70D8E-2B26-4AEB-B696-5991983E2CD1}&vt=5 , pp. 81-84 in PDF, pp. 78-81 in hard copy.
3		NGCSU Graduate Bulletin, 2006-2008, Academic Guidelines	http://www.ngcsu.edu/enrollment/Graduate/gradBulletin/gradBulletin%202006-2008/C_Academic%20Guidelines.html (web site), pp. 16-22 in hard copy. Not available in PDF yet.