SECTION 5

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STUDENT SERVICES

Student Services encompasses the following areas, which provide a wide variety of services and support programs to students to assist them in successfully completing their educational goals.

- **ACCESS**
- Admissions and Records, and Cashiering
- Assessment
- Career/Job Placement Services
- Career
- CalWORKs
- Counseling Services
- Disability Instructional Support Center (DISC)
- Extended Opportunity Program & Services (EOPS)
- Financial Aid
- Intercollegiate Athletics
- Academic Support Center (ASC)
- MESA
- Matriculation
- Student Government/Student Activities
- Student Health Services
- Transfer Center

**Access**

ACCESS is an award-winning, federally funded TRIO Student Support Services program focused on increasing the graduation and transfer rates for low-income and/or first-generation and disabled college students by providing educational resources and support to advance their educational goals.

ACCESS program participants will have a variety of services available to them that include:

- Use of the program office (including computers, internet access, free printing)
- Personal and academic counseling
- Priority registration
- 1:1 tutoring
- Student success counseling course (Counseling 102)
- Scholarship searches and assistance with applications
- Transfer and goal development activities and workshops
- Career exploration
- Assistance with transfer applications, transcripts, and financial aid forms

The ACCESS Program is specifically tailored for students who are enrolled in at least 9 semester units and are motivated and serious about their education. Applications are accepted on an ongoing basis (pending space availability). In order to qualify, you must be among the first generation in your family to attend college (parents have not received a BA/BS degree), OR qualify as “low-income,” OR qualify as “disabled.”
For more information about ACCESS, please visit us in the main building, room C1-117 (directly across from Financial Aid and Counseling), call the ACCESS Program office at (408) 855-5192 or visit our website at: www.missioncollege.org/student_services/access/index.html

Admissions and Records Office
This office provides numerous student services in three main areas: Admissions, Cashiering, and records.

Admissions
- Provide admissions information
- Residency determination
- Course registration (in-person, telephone and web)
- Facilitate enrollment for veterans
- Process CSU cross-enrollment petitions
- Generate class rosters
- Verify enrollment

Cashiering
- Collecting/refunding/reconciling fees
- Selling parking permits
- Distribute paychecks

Records
- Provide Mission College transcripts
- Evaluate transcripts from other colleges
- Collect course rosters (faculty will post grades on-line)
- Process degree/certificate applications
- Process petitions (academic council, course conflict, pre-requisite challenge)

Assessment
The College Assessment Center conducts skills assessment tests for English, English-as-a-Second Language, Reading and Math. Academic skills assessments are mandatory for all new students and students seeking a degree, certificate, or who are intending to transfer to a 4-year institution. Students enrolling for the first time in any English, ESL and/or Reading class need assessment testing for proper course placement. Students do not need to make appointments for testing; the Assessment Center is open most weekdays. Updated hours, as well as additional information on testing including sample tests, may be found at http://missioncollege.org/student_services/assess/index.html. The Assessment Center is located in E1-101. Students may use assessment test results from other school: please contact the Counseling Office for further assistance/information.

Career/Job Placement Services
Job listings and referrals are provided through the Career/Job Placement Office (Room C1-
110, ext. 5101) on campus. The Career Placement Office posts job openings, provides resource information, labor market information, pre-employment information, and advisement covering application preparation, résumés, cover letters, interviewing techniques, on-line job search, and resume scanning and faxing.

**Career Center**

The Career Center provides a variety of services to assist students with the career exploration and decision-making process. Utilizing the Career Center services, students will gain an understanding of the occupational outlook, salary and qualifications of various professions. The Eureka Career Information System (a computerized up-to-date library of occupational and educational information) and other career-related books and pamphlets are readily available. Along with the Transfer Center, the Career Center sponsors the Annual College Day each fall semester. The Career Center is co-located with the Transfer Center in Room E1-201.

**CalWORKs**

CalWORKs is the California Work Opportunity and Responsibility to Kids program serving families in need. In collaboration with Santa Clara County Department of Social Services, Mission’s CalWORKs program provides: academic and career counseling, college priority registration, job readiness skills, on-campus CalWORKs work study positions, and book vouchers. Counseling services include assistance with welfare-to-work plans, education plans and 32/35 hour weekly schedules. We also provide coordinated referrals to on-campus and community resources (Catholic Charities, Outreach, Career Closet, etc.).

If you are the parent of a child under the age of 18 and want to determine if you qualify for county cash assistance, please visit: [www.benefitscalwin.org](http://www.benefitscalwin.org) or visit the CalWORKs office located in the main building, Room C1-114. Phone: (408) 855-5228

www.missioncollege.org/workforce/calworks/index.html

**EDD**

Program participants enrolled in a Mission course of study and needing bi-monthly signature on EDD forms please come to the CalWORKs office or call (408) 855-5226.

**Counseling Services**

The Counseling Center has professional counselors who provide academic, career and crisis counseling services within both individual and group counseling settings. Counseling Faculty instruct a number of counseling courses including, Study Skills, Strategies for Success, Careers & Lifestyles, University Transfer Planning, Valuing Diversity, and Orientation to Mission College. Counselors assist students in completing their educational plan, preparing transfer agreements, selecting classes, choosing a major or career, and solving problems. Counselors are available by appointment or on a drop-in basis. The Counseling Office is located in E1-301, extension 5030 (408-855-5030 from off campus).
Disability Instructional Support Center (Disc)

DISC offers support services to students with disabilities such as vision, hearing impairments, orthopedic problems, health impairments, speech and/or communication disabilities, and learning disabilities. Examples of services include note-takers, readers, sign language interpreters, real-time captioners, liaison with community members and faculty, priority registration and test-taking arrangements. The program also provides special classes in adaptive physical education, assistive technology and intervention strategies and LD Assessment. The DISC Office is located in S2-101/201, extension 5085 (408-855-5085 from off campus).

Extended Opportunity Program and Services (EOPS)

EOPS offers educational support services and grants to students who have historically experienced economic, social, or language disadvantages. Often these are individuals who are within the first generation of their families to attend college. The intent, purpose, and resources of EOPS are directed at assisting EOPS students achieve their academic and career goals.

Educational support services include:

- Academic, career, and personal counseling
- Priority registration
- Educational planning
- Student progress monitoring
- Tutorial assistance
- Peer advising
- Financial aid information
- Book service and school supplies
- Transportation service
- Emergency loans
- Transfer information and assistance
- Motivational workshops
- Care, a support program for single parents
- Assistance with child care costs
- Cultural and other special activities

EOPS students are eligible to receive a grant above and beyond that which is awarded to them by the Financial Aid Office. Students interested in further information are encouraged to visit or call the EOPS Office in E1-403, (408) 855-5055.

Financial Aid

The Financial Aid office provides current and potential students with complete information on various student financial assistance options. It coordinates and provides information about grants, waivers, part-time employment, scholarships and student loans available from federal, state and local agencies. The Financial Aid Office is located in E1-401 or call extension 5067 or (408) 855-5067 from off campus.

Intercollegiate Athletics

Mission College is a member of the Coast Conference in the California Community College Association known as the CCCAA. The college competes in conference competition in the
following sports: Tennis (men and women), Soccer (men and women), Baseball (men), Softball (women), Badminton (women) and Basketball (women).

**Academic Support Center**

The Mission College Academic Support Center (ASC) provides free tutoring for Mission College students. The program also assists students with academic strategies and study skills related to their college courses. Students may use computer software, audiovisual aids, and web-based resources to help them build skills and learn how to improve their success with course-related materials. Courses offered through the program include credit and non-credit academic skills labs, tutor training, and college study skills. Students can meet with tutors after completing a brief referral and enrollment process. Drop-in, group, and individual tutoring are provided. Tutoring is provided for most subjects. The ASC is located in the Main Building in rooms S2-401 and S2-201.

**MESA (Mathematics Engineering Science Achievement)**

MESA CCP (Mathematics Engineering Science Achievement Community College Program), part of the MESA Undergraduate Program, provides support to community college students who are majoring in math, science, and engineering so they excel academically and transfer to four-year institutions. MESA CCP is a partnership with the California Community College Chancellor's Office.

Historically, the MESA program has resulted in outstanding results, providing a diverse pool of transfer-ready students who are prepared to excel in math, engineering, and science majors. MESA CCP's rigorous academics, leadership preparation, and collaborative problem-solving training have helped produce transfer students who graduate as part of the high-tech workforce that is so urgently needed by industry.

The main components of the Mission College MESA Program include:

- Study Center (C1-118)
- Tutorial Center which encompasses individual and group tutoring services in the following disciplines: Math, Physics, Biology, Chemistry, Computer Science, Engineering and English (C1-120)
- Stem Center (SCI-131)
- Academic Excellence Workshops
- Campus and Industry Tours
- Leadership Retreats
- Assistance in the transfer process
- Career advising
- Links with student and professional organizations
- Professional development workshops

In addition to the activities mentioned above, the Mission College MESA program has a number of benefits to students who qualify including: priority registration, internships, MESA program positions, scholarship assistance, and on-going support throughout their college career.
For more information, please visit us on our website: www.missioncollege.org/student_services/mesa/index.html
or contact Char Perlas, MESA Director, at extension 5041 or (408) 855-5041 or char.perlas@wvm.edu.

Matriculation

The Mission College Matriculation Plan emphasizes a process that provides the necessary support services and follow-up that students need to successfully complete their educational goals. This process seeks to provide students with access to the college and educational success once they are enrolled. The primary goals of matriculation are to increase the extent to which students attain their educational objective and to increase the effectiveness with which the College and the District deliver our educational programs.

Matriculation consists of eight inter-dependent components. The implementation of these components brings major changes in the way we enroll, orient, assess, counsel, follow-up and track students. These changes will increase students’ ability to make sound academic decisions and complete their educational goals in a timely manner. The eight components of matriculation are:

• Admission
• Orientation
• Skills Assessment/Student Evaluation
• Counseling/Advisement
• Student Progress/Follow-up
• Coordination and Training
• Institutional Research/Evaluation
• Pre-requisite, Co-requisite and Advisories

It is expected that matriculation will be accepted for what it is, a coordinated effort of the college staff to implement a process that will provide students with access to the college and every opportunity for academic success.

Each identified non-exempt matriculating student is required to:

• Express at least a broad educational intent upon admission;
• Declare a specific educational goal during the term after which the student completes
• 15 semester units of degree applicable credit course work;
• Participate in counseling and/or advisement;
• Diligently attend class and complete assigned course work; and
• Complete courses and maintain progress toward an educational goal according to standards established by the district.

Faculty should be aware of the following Matriculation Process:

Assessment: All first time college students and any student who plans to earn a degree and/or certificate and/or to transfer is required to complete the Academic Skills Assessment. Continuing students who have not taken the assessment tests are taking courses with a
prerequisite in English, English-as-a-Second Language, Reading and/or Math will be required to complete the assessment tests before registration. The purpose of the assessment is to help students and their counselor select courses that are appropriate for their skills and goals.

**Orientation:** Orientation is required of all new students and all continuing students who have not completed orientation during their first semester. Orientation is a process that provides students with information about the college’s programs and services, academic expectations and procedures, transfer requirements, campus facilities and registration materials.

**Counseling/Advisement:** Students are required to declare a specific educational goal during the term after which the student completes 15 semester units of degree applicable credit course work.

**Student Government and Activities**
Student government is represented by the Associated Student Government (ASG). It provides students with practical leadership training and education in government and leadership functions. The ASG elects the student trustee to sit on the District Board of Trustees. Student activities include both educational and social events sponsored by the ASG and the many diverse students clubs.

**Student Health Service**
Student Health Services is a multi-dimensional program consisting of clinical services, health education and promotion, and web-based services.

Clinical services include, but not limited to, first-aid, urgent care for illnesses, health screening, laboratory testing, health counseling, personal counseling, and referrals to community health resources. Clinical services are provided by the college physician, registered nurses, and personal crisis counselors. Health education and promotion activities include special presentations and a campus-wide health fair each year. Web-based services include “Student Health 101,” an e-health magazine which features a new issue each month. In addition, the Student Health Services support special events that benefit the wider community such as the American Red Cross Blood Donor Program.

The Student Health Services is supported by the student health fee which is charged at time of registration. Students pay $19 health fee for Fall and Spring semesters; $16 for Summer Session. Some limited health services are provided to employees, such as the flu vaccine and tuberculosis skin test, but a nominal fee will be charged.

**Fall/Spring Semester hours:**
Monday/Tuesday: 9:30 am to 7 pm
Tuesday/Wednesday: 9:30 am to 6 pm
Friday: 9:30 am to 1 pm.

In case there is a medical emergency on-campus, the procedure is to call 911. If the Student Health Services office is open, a follow-up call to ext. 5142 or 5143 may be made or press the
“Medical” button from the classroom phone.

The Student Health Services also supports an accident plan for student on-campus injuries. However, this plan is secondary to the student’s primary health insurance. All on-campus accidents or medical incidents should be reported to Student Health Services within 24 business hours.

The Student Health Services is located in the Main Building – room W1-303 (outside door that faces the MT classrooms). Main phone number is 408 – 855 – 5140. Rosalyn Chan is the Coordinator, Student Health Services; she may be reached at 408-855-5141.

**Transfer Center**

The Transfer Center provides a variety of services to assist students interested in transferring to four-year colleges and universities. Services to students include:

- Transfer advising
- A library of college catalogs and brochures
- A library of major and college search reference guides
- Transfer Admissions Guarantee (TAG) advising
- Transfer-related workshops on topics such as completing admission applications, completing TAG applications, exploring transfer options and what to do after being admitted to a four-year school.
- Appointments with visiting university representatives
- Transfer Day event each fall semester
- WACAC College Fair host site each spring semester
- Scholarship search software

The Transfer Center is co-located with the Career Center in Room E1-201.

**Attendance Accounting Functions**

Rosters are not provided by Admissions and Records. Each instructor is required to print out his or her own copy to take to the first class meeting. Add Codes are located on the rosters which can be printed from MC Portal, using your account and password.

The following is a list of the various documents that you will receive from the Admissions Office throughout the semester. We will attach a cover letter to each document. Please read these letters carefully. They will provide you with valuable information.

**Opening Day Rosters with Add Codes**

Again, print your copy through My Web Services. This roster will allow you to assign Add Codes to students who wish to add your class. At this time, Add Codes can only be used in TReg and MC Portal.

**To ADD a Student:**
You will find a set of twenty unique codes on the right hand side of your Opening Day Roster. Assign a code to each student that you wish to add to your class. For reference, write the student’s name in the space provided next to the Add Code on your roster.

To DROP a Student
Go to MC Portal. In the Faculty Menu, select Faculty Drop and drop inactive students. (Students are responsible for withdrawing from classes; faculty should drop those who are considered a “no show” to class.)

Positive Attendance Rosters (Green)
Positive Attendance Rosters are provided through My Web Services. Again, faculty must print them for the first class meeting. Use this roster to record hours of attendance for early ending classes. Not all early ending classes are positive attendance. If in doubt regarding the attendance reporting method for your class, contact your Dean or the Office of Instruction. Positive Attendance Rosters must be submitted online to the Admissions and Records Office, together with the Official Roster, after the last class meeting.

Online Submittals via MC Portal
For short-term classes you must drop all inactive students before 10% of the scheduled class meetings have elapsed.

Census Rosters: All instructors will be required to process this roster on-line by the census drop date. In addition to online submittal of rosters, instructors are required to sign and date a hard copy of their rosters by First Census and to turn it in to Admissions and Records.

Early Alert: Instructors teaching full term classes are required to post Early Alert codes via MC Portal during the fifth week of the semester. If you have any questions regarding the ‘Early Alert’ process, please contact your Department Chair.

Online Grading & Positive Attendance: All instructors are required to post their final grades and positive attendance hours (if applicable) online via MC Portal.

If you have any questions regarding on-line services, registration, grades, etc. Please contact Ed Green, Assistant Director of Admission and Records at ex. 5015 or Ana Liza Bibat at ex. 5011

REMINDERS:
You may drop students throughout the term via MC Portal at www.missioncollege.org

You may review your class enrollment via MC Portal.

Calculating Positive Attendance Hours:
A. To ensure that you report attendance hours correctly:

95
1. Take roll at every class meeting and record on Positive Attendance Roster
2. Count hours for all students, including those who have dropped the class.
3. Include all hours – including lecture, laboratory, and “by arrangement.”
   • It’s generally safe to assume that if a student is attending class and completing his or her assignments that he or she has been doing their lab assignments.
   • If a student, in working on his or her lab assignments, spends more time than the maximum hours in the laboratory, those additional hours should be reported and will be funded by the State.
4. Sign each page of your Positive Attendance Roster.
5. Post Positive Attendance hours in MC Portal “on-line grading”.

B. Example:

**POSITIVE ATTENDANCE ROSTER**
T 7-10 pm
+ 2.0 scheduled weekly labs
+ 1.0 scheduled weekly hours by arrangement
Lecture (lab) [hrs. by arrangement]

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**Notes:**
* Celia completed more lab hours than the maximum. Report these extra hours.
** Shelmae dropped the class after the second week of the class = 12 hours.
*** Mike added the class on the second week and began with the 2-hour lab.
Submitting Completed Positive Attendance Rosters

Submit completed Positive Attendance Rosters to Admissions and Records (NOT to your DC’s) no later than two weeks after your last class meeting and at least two days before the end-of-term rosters and grades are due to the Admissions Office. Please submit the rosters via efile in pdf format to Rita Grogan (rita.grogan@wvm.edu) and Ed Greene (ed.greene@wvm.edu) of Admissions and Records and to the Instruction Office (patty.egusa@wvm.edu). Please submit the hard copy of the Positive Attendance Roster to the Instruction Office.

If you need additional information, contact Rita Grogan at 855-5072 or Ed Greene at 855-5015.

Student Adds
Students add in each section during one of three phases.
1. The first phase is called Open Enrollment, which concludes at midnight on the night before the first class meeting.
2. The second phase is called Late Add and it concludes after 10% of the class has passed (Census Date). Late Add Authorization Codes are valid only during this period, after which they expire. It is during Late Add that student use Add codes given by the faculty member.
3. The third phase is the time after Late Add concludes, beginning after the “Census Date” for a particular section.

The Enrollment “Grace Period”
California law and district policy requires that we institute a clear process for the adding of classes. This third phase can be considered as our “Grace Period”. If a student has not added a class by the Census Date for a section, a Late Add Form needs to be submitted to the Division Dean for consideration.
Establishing a clearly delineated Grace Period allows more time for faculty and students to sort out final enrollment while still allowing the college to comply with State law and District policies.

THE FIRM DEADLINE TO DELIVER THE LATE ADD PETITION TO DIVISION DEAN IS FIVE (5) BUSINESS DAYS AFTER THE CENSUS DATE FOR THE COURSE.

What must be provided on the form?
You, the student, must provide a detailed reason for registering after the deadline.
Your instructor must provide:
• A signature recommending approval or disapproval
• A reason for the recommendation
• Your first date of attendance in the class

Student Drops
Students may drop or withdraw from class(es) via T-Reg or Web through the end of the fourteenth week (or for short courses, through the first 75% of the course).

Schedule Conflicts--Students Enrolled in Classes with Overlapping Times: The College generally does not approve a student schedule with time overlaps. Such overlaps, however, may be permitted when approved by the instructor(s) of the class(es) whose time(s) will be partially missed. The specific procedures set forth by State Attendance Accounting regulations are as follows:

A. There must be rational justification that the schedule conflict is necessary. Personal convenience is not considered appropriate justification.

B. The student must petition for the schedule overlap on the proper Admissions forms and obtain signatures from both instructors.

C. The instructor must maintain documentation that the student made up the hours of the overlap for the class time not attended. Make up times must be scheduled at some other time during the same week and must have appropriate supervision. This documentation will be turned in to the Admissions Office at the end of the term.

Audit Policy
An audit student is a student who is specially registered to attend a class without the requirement of taking tests or completing assignments. Each College department shall determine which courses may be audited. Specific sections must have the approval of the instructor. Students should be referred to Admissions for the necessary "Audit of Credit Class" form. Students may register as auditors at the end of the third week of the semester and not before:

A. Enrollment:
   A student may audit selected community college courses. However, priority in class enrollment shall be given to students desiring to take the course for credit.

B. Fees:
   1. The fee for auditing a class shall be $15.00 per unit per semester.
   2. Students enrolled in classes to receive credit for six (6) or more semester units shall not be charged an additional fee to audit three (3) or fewer semester units per semester.
   3. Fees must be paid prior to auditing a course.
   4. Fees are non-refundable after two weeks of audit attendance.

Grade Reporting
All instructors will be required to post their final grades on-line via MC Portal at the end of their class. For more information regarding on-line grading, please contact your Department Chair or the Admissions & Records Office.
All graded work for a class (e.g. tests, quizzes, term papers, and reports) should be recorded accurately on the official roster provided by Admissions and Records to serve as resource documentation to support attendance audits in the Admissions and Records Office. Computer-kept records will be accepted when attached to the Official Class Roster. The official roster is invaluable in substantiating criteria used by the instructor to award a final grade, particularly when a student disputes a grade. It is the responsibility of every faculty member to submit forms and rosters by the specific due dates.

A. Credit (CR)/No Credit (NC)
Grades will be posted only in those courses expressly authorized to issue such grades in lieu of regular letter grades. Please check the Catalog and your grade roster to see whether or not a course qualifies for this option. The "CR"/"NC" symbols represent confide rates. Students are required to complete all the requirements of a course to be evaluated with a final grade of Credit or No Credit. Students must notify the instructor of the selection of the “CR/NC” or a letter grade option, no later than the end of the sixth week of the semester or one-third of the class duration for other than semester-length courses.

B. Faculty may award an "I" for incomplete academic work due to an unforeseeable emergency or justifiable reasons near the end of the term. The instructor must state the condition(s) for removal of the "I" on the "INC" form. The form must also contain the deadline for work completion and the letter grade to be assigned if the student fails to satisfy the conditions for removal of the "I". The deadline to complete missing work may be less than one year. A copy of this record must be filed with the Admissions and Records Office and an additional copy goes to the student preferably from the instructor at the time the verbal agreement is made. A final grade will be assigned when the stipulated work has been completed and evaluated or when the time limit for completing the work has expired. The student must not enroll in the class for the subsequent semester.

An incomplete must be made up within one year following the end of the semester of term in which it was assigned. In unusual circumstances, a student may petition the Academic Council for a time extension. If a grade other than the “I” is not reported by the instructor to the Records Office by the end of the one year and the student has not submitted a petition to the Academic Council, the grade will be changed to “F”, “NC” or the default grade issued by the instructor at the time the course grade scan was submitted.

If an instructor needs to change a student’s grade, the Academic Record Change Form must be completed and submitted to Admissions and Records.

For explanations of Mission College’s grading system, please refer to the Grade Legend. Additional information on grade reporting is available by contacting the Dean of Student Support Services, ext. 5016.

**College Catalog**
The official Mission College Catalog is revised and published annually. The Catalog contains
information regarding the following:

- General admissions and residency requirements
- Advanced placement and credit by examination
- Registration fees and charges
- Academic regulations and grading system
- Final examinations
- Academic probation and disqualification
- Graduation requirements, including proficiency
- Code of student conduct and disciplinary sanctions
- Student family educational rights and privacy act
- Student grievances

Faculty needing additional information in these areas should contact the Dean of Student Support Services (ext. 5016). A copy of the most current catalog may be obtained from the division secretary.

**Book and Food Services**

**Bookstore (Student Center)**

The Bookstore is open Monday-Thursday 9:00 a.m. to 7:00 p.m. It will also be open on Fridays from 9:00 a.m. to 1:00 p.m. For more information call ext. 5080 or (408) 855-5080. Hours are subject to change. For extended hours at the beginning of a semester, please visit the bookstore website at http://mc.bkstore.com. Students may also order their textbooks online.

**The Cafeteria (Student Center)**

The Cafeteria is open Monday-Thursday 7:00 a.m. to 8:00 p.m. It is also open Friday from 8:00 a.m. to 1:30 p.m. and on Saturday 8:00 am to 1:00 p.m. Vending machine service is also available.

**The Mission Bistro (HM Building)**

Mission Bistro (Hospitality Management Building): Support Mission’s Hospitality Management Program by stopping in for a delicious lunch; cafeteria-style during fall semesters and full service restaurant-style during spring semesters. Each lunch is planned and prepared by students and is typically served on Tuesdays and Thursdays from 11:30 am to 1:00 pm. The price for a full lunch ranges from $8-$11 with all proceeds going directly towards program operations. Keeps an eye out for emails announcing the weekly menus! For more information, contact Haze Dennis (ext. 5252), Scott Brunson (ext. 5251), or Sandy Rice (ext. 5246).

**Gender Equity**

Building Fairness is a statewide campaign sponsored by the Chancellor's Office of the California Community Colleges to increase students' awareness of, accessibility to, and success in all vocational programs, thereby strengthening their potential for personal fulfillment and economic self-sufficiency. In the past, certain careers were thought to be “men's careers” (e.g. automotive mechanic, fire fighter, plumber) or “women's careers” (e.g. nurse, childcare worker, cosmetologist). Today, community colleges are building fairness and breaking down these
stereotypes.

**Sexual Harassment**

Harassment and discrimination are violations of the federal Civil Rights Act of 1964, Titles VII and IX of the Educational Amendments Act of 1971, laws and regulations of the state of California, and official policy of the West Valley-Mission Community College District. The policy and its supporting regulations stand behind the District’s philosophy that all students and all employees should be able to enjoy a working and learning environment free from any form of discrimination, including sexual harassment or gender discrimination. Section 6 contains information regarding filing a grievance against a college employee or student.

**Student Parking Fee**

All students will be required to pay to park on campus ($40.00 for automobiles). Permits may be purchased online at www.missioncollege.org or at the Admissions Office (E1-501). Students may also pay for daily parking permits that can be obtained through the parking permit machines available in the Parking Lot D.

**Faculty Parking Lot**

Faculty may park in the parking lot “E” on the South side of the Main Building.

**Student Rights and Responsibilities**

Students have not only the right to an education, but to the rights of citizenship as well; therefore, no student shall be deprived of equal treatment and equal access to educational programs, due process, presumption of innocence prior to proof otherwise, free expression and association, or privacy of thought.

Students bring to college various interests and values previously acquired and they develop new interests as members of an academic community. They shall be free to organize and join groups, in the pursuit of those interests, subject only to regulations and procedures which are intended to preserve the integrity of the District and which are consistent with constitutional guarantees.

In keeping with the ideals of a democracy, students shall be granted the rights and responsibilities of self-government. In the activities of student groups and the conduct of student government, discrimination based on race, ethnic background, national origin, sex, age, sexual preference, or physical disability shall be expressly prohibited.

Students and recognized student organizations shall be free to examine and discuss questions of interest to them and to express their opinions publicly and privately without fear of reprisal. They shall be free to support legal causes by orderly means that do not disrupt the operation of the College. College documents are subject to the Family Educational Rights and Privacy Act (Public Law 93-980).

Attendant upon the right guaranteed to each student are certain responsibilities, which are respect for the rights of others, acceptance of properly constituted authority, and compliance with the policies, regulations and procedures of the District. Each student bears full responsibility for his
or her actions.

*Adopted by the Board of Trustees on March 18, 1993

**Affirmative Action**

It is the policy of the West Valley-Mission Community College District (the District) to not discriminate against any person on the basis of race, color, religion, creed, national origin, gender, sexual orientation, marital or parental status, or within the limits imposed by law, age, or disability in all of its educational and employment programs and activities, its policies, practices, and procedures. This complies with Title IX of the 1972 Educational Amendments, the Equal Employment Opportunity Act Of 1972 (Title VI and VII of the Civil Rights Act of 1964, as amended), Section 504 of the Rehabilitation Act of 1974, the Age Discrimination Act of 1975, and the Americans with Disabilities Act of 1990. It is further the policy of this District to support diversity through affirmative action in all of its programs and in all aspects of employment where persons with a disability or of a particular race or sex are underutilized or underrepresented.

The Affirmative Action Officer for the District is the Director of Human Resources located on the West Valley campus. Specific complaints, questions, or concerns may be directed to the Human Resources Office at West Valley or the Chief Student Services Officer (CSSO) at each campus.

**Student Assembly**

In accordance with state law, the District recognizes the right of peaceful assembly and will make facilities available for recognized staff and student groups when such assembly does not obstruct free movement of persons about the campus, the normal use of classroom buildings and facilities, and normal operations of the college or the instructional program, and when it does not jeopardize the safety of persons, lead to the destruction of property or violate the laws of the District, state, or nation. Persons who engage in activities which violate this policy shall be subject to disciplinary action. Persons who are not members of the student body or the college and who violate this policy shall be subject to the control of public authorities.

**Freedom of Inquiry and Expression**

Students and student organizations will be free to examine and to discuss all questions of interest to them, and to express opinions publicly and privately. They will always be free to support causes by orderly means which do not disrupt the regular and essential operation of the institution. At the same time, it should be made clear to the academic and the larger community that in their public expressions or demonstrations students or student organizations speak only for themselves.

Students will be allowed to invite and to hear any person of their own choosing. Those routine procedures required by the college before a guest speaker is invited to appear on campus should be designed only to insure that there is orderly scheduling of facilities and adequate preparation for the event and that the occasion is conducted in a manner appropriate to an academic community. It should be made clear to the academic and larger community that sponsorship of
guest speakers does not necessarily imply approval or endorsement of the views expressed, either by the sponsoring group or the college.

**Student Participation in Institutional Government (ASG)**
As constituents of the College community, students shall be free individually and collectively to express their views on issues of College policy and on matters of general interest to the student body. The Associated Student Government will participate in the formulation and application of college policy affecting academic and student affairs.

**Exercise of Rights of Citizenship**
Students will enjoy the same freedom of speech, peaceful assembly, and right of petition that other citizens enjoy.

As members of the College community, they are subject to the obligations which accrue to them by virtue of this membership. District and/or College authority will not be extended to inhibit the exercise by students of their rights as citizens beyond the jurisdiction of the District.

**Student Membership in Organizations**
The Board of Trustees recognizes that any person qualifying for participation in classes of the Colleges shall be entitled to attend these classes, or to participate in any public performance growing out of attendance in the classes, irrespective of any affiliations which the individual may have with any organization. It is not the intention of the Board of Trustees to inject itself in any way into the relationships existing between any student enrolled in any class and the organization with which he or she is affiliated.

**Student Production of Goods and Service**
Students may produce services and materials for community organizations or groups only to the extent that such production furthers such students’ educational development. Care must be exercised by the administration in interpreting this policy to avoid student exploitation.

**Vandalism**
Property of the District as well as that of individuals should be respected. Theft of any kind, the destruction and mutilation of media resource material or the equipment or buildings or grounds of the college are inconsistent with objectives of the District and good citizenship. Those engaging in vandalism are, therefore, subject to disciplinary action.

**Drug-Free Schools and Community Act**
The District prohibits the unlawful possession, use, or distribution of alcohol and other drugs by students and employees on the institution’s property or at institutionally sponsored activities as defined in the Drug-Free Schools and Communities Act Amendment of 1989 (Public Law 101-226). General and specific information and assistance are provided by the Student Health Center and the Counseling Program for students and the Human Resources Office for employees. West Valley-Mission College students and employees are subject to sanctions as defined by the Student Handbook, Board Policies, and other local, state, and federal laws.
No Smoking Policy

The West Valley-Mission Community College Board of Trustees have approved both Mission and West Valley College(s) to be Smoke-Free, effective July 1, 2008. Board Policy says: “Smoking is prohibited in all areas of Mission and West Valley campuses except in parking lot areas that are at least twenty-five (25) feet away from buildings and pathways. It is the responsibility of all students and employees to observe the policy on smoking. Failure to comply with the policy on smoking will be treated in the same manner as other violations of District Policy and may result in disciplinary action.”

If you see a smoker in the No Smoking zone, approach the person and draw his/her attention to the No Smoking sign and ask them politely to stop smoking. If there is no sign available, then cite that there is a district No Smoking policy.

Advise the smoker that smoking in the No Smoking zone is a violation of the No Smoking Policy. Smoking is permitted only in the parking lots (except Disabled Parking areas). Explain that the No Smoking Policy is to ensure that there is a safe and healthy environment for all. If you find repeated offenses in the same location, please contact the District Police by calling 408-299-2311.

District and/or College Authority and Criminal Records

District and/or college regulations shall not be applicable, without due process of law, to a student who has been convicted in a criminal proceeding for an act to which the District regulations might otherwise apply.

Care of District Property

Each student in the District is responsible for the proper care of District property, supplies, and equipment entrusted to her or his use.

Students who lose or damage District property shall be notified in writing of the amounts due and the actions which may be taken for failure to pay. Such actions may include the imposition of fees for the loss, damage, or defacement of books and equipment; the cancellation of registration; the withholding of grades or transcript; and, in extreme cases, legal action.

Distribution of Literature and/or Soliciting Petition Signatures to Students on District Property

Pursuant to the provisions of California Educational Code, Section 76120, individuals and or organizations wishing to distribute literature to and/or solicit petition signatures from students of the District, must file a copy of the petitions or materials to be distributed with the Student Activities Office. The application form must include the distributor’s name, address, and social security number.

The Director of Student Activities or designated representative will specify the time, place, and manner in which literature is distributed or the petition signatures solicited. The distribution period allowed is two days per month unless modified by the CSSO. No materials shall be distributed in, around, or outside any classroom nor in the halls of any District building at any time without approval.
Distributing literature or soliciting petition signatures at any place or time other than that designated, or in any manner other than that specified by the Student Activities Office is strictly prohibited.

**Discipline Process**

The District expects students to conduct themselves in a manner consistent with the educational purposes of the College. Students have many responsibilities when they become members of the West Valley-Mission College community. The Student Code of Conduct, local, state and federal laws and regulations, as well as other published rules, procedures and regulations provide a clear statement of those expectations.

Behavior that is not consistent with those standards will be subject to disciplinary sanctions and appropriate external sanctions. However, disciplinary proceedings should play a secondary role to counseling when admonitions have been present.

To protect the rights of students to due process, students will always be informed of the charges against them, be given an opportunity to refute the charges, and permitted an appeal of any decision. Disciplinary proceedings and their outcomes are confidential.

**A. Complaint.** A formal complaint or allegation of a violation on the part of a student may be lodged with Chief Student Services Officer (CSSO) by anyone. It is the CSSO’s responsibility to determine whether the complaint qualifies as a disciplinary violation, grievance, or a matter which should be handled by the District Police or other law enforcement body.

Allegations or complaints of discrimination and/or sexual harassment will be investigated under the procedures noted in Section 1, pages 7-9. When appropriate, disciplinary actions against a student or students may be recommended.

**B. Chief Student Services Officer Hearing.** The CSSO or designee may hold a formal hearing to review the allegations against a student or group of students and to determine the appropriate disciplinary sanction. Written and oral evidence may be presented during the hearing by the student charged or by other persons. The final decision of the CSSO shall be communicated to the student in writing within five (5) working days after the hearing.

The student will have five (5) working days to file a formal written appeal of the CSSO’s decision. The appeal is Step 2 of the discipline process and is with a formal Hearing Board.

The CSSO may, because of the nature of the charges, refer the entire review to the Hearing Board without rendering a decision.
C. Hearing Board Review. The function of the Hearing Board is to be a review board for appeals and to hear student disciplinary cases referred by the CSSO. The Hearing Board will meet within 15 working days of the receipt of the appeal or referral.

All Board Hearings are confidential and shall include only Hearing Board members, defendant, CSSO, witnesses, accuser, and necessary security personnel. Legal counsel is not permitted by either party. The Board may call such witnesses and obtain such information, both oral and written, as is the accused student has two (2) working days to formally notify the President of the College of the desire to appeal the decision.

D. Appeal to President. The student has a right to appeal the decision of the Hearing Board to the President. The President shall hold an appeal hearing within ten (10) working days of the notice to appeal. The President shall review all the evidence previously submitted as well as any additional information provided by the accused. A final decision shall be made in writing by the President within two (2) working days of the hearing date.

E. Appeal to the Chancellor. The student has the right to appeal the decision of the President to the Chancellor. Appeals must be in writing within two (2) working days of the decision of the President. The Chancellor will schedule a formal appeal hearing with the student within ten (10) working days of the notice to appeal. A written decision will be made within two (2) working days of the hearing.

**Hearing Board**

The function of the Hearing Board is to hear student disciplinary and grievance cases either on appeal or on a referral basis. The Board is composed of six (6) members representing the following groups:

- One administrator
- Two students (appointed by ASB)
- Two faculty (appointed by the Academic Senate)
- One classified (appointed by the Classified Senate).

Members serve for two-year staggered terms. The Hearing Board membership should reflect ethnic and gender balance. If a member cannot serve during a period of time or has a conflict-of-interest in a specific case, the CSSO shall contact the constituency group to original decision will remain. If no previous decision has been rendered, the finding of the Hearing Board on a tie vote is not guilty.

**Discipline Timelines:**

- 5 working days to notify the Chief Student Services Officer of a complaint or violation of the Student Code of Conduct
- 15 working days to hold hearing by Chief Student Services Officer
• 5 working days for a written decision
• 5 working days to initiate a written appeal to the Hearing Board
• 10 working days for Hearing Board to meet on appeal or referral of item
• 2 working days for written decision
• 2 working days to initiate a formal appeal to the President
• 10 working days to meet with the President
• 2 working days for written decision
• 2 working days to initiate an appeal to the Chancellor
• 10 working days to meet with the Chancellors
• 2 working days for a written decision
• 2 working days to initiate an appeal to the Board of Trustees
• 30 working days to hold a formal appeal with the Board
• 2 working days for written decision

Discipline timelines are specific, but may be deviated from because of scheduling difficulties and other reasonable problems. All delays must be communicated in writing to the student.

**Student Conduct Code**
The District has an obligation to specify those standards of behavior essential to its educational mission and campus life. The following types of misconduct for which students are subject to disciplinary sanctions apply at all times on campus as well as to any off-campus function sponsored or supervised by the College:

A. Disruptive behavior, willful disobedience, habitual profanity or vulgarity; or the open and persistent defiance or abuse of College personnel.
B. Assault, battery, or any threat of force or violence upon students or College personnel. C. Theft of, or damage to, the property of the College, its officers, employees, students, or visitors.
C. Interference with the normal operations of the College (e.g., obstruction or disruption of teaching, research, administration, disciplinary procedures, pedestrian or vehicular traffic, or other College activities, including its public service functions or of other authorized activities on College premises).
D. Unauthorized entry into or use of College facilities.
E. Cheating, plagiarism or knowingly furnishing false information in the classroom or to a College officer.
F. Forgery, alteration, or other misuse of College documents, records, or identification.
G. Failure to pay just debts such as fines or loans, and failure to return borrowed property when reasonable attempts have been made to retrieve it.
H. Disorderly, lewd, indecent, or obscene conduct or expression on any College owned or controlled property or at any College-sponsored or supervised function.
I. Physical or verbal abuse of any person or group, or conduct which intimidates, threatens, or endangers the health or safety of any person or group.
J. Acts of physical, verbal or sexual harassment.
K. Hazing or any act of discrimination that injures, degrades, or disgraces another person or group.
L. The unlawful possession, use, or distribution of alcohol or illicit drugs on College property or at events sponsored by the College.

M. Unauthorized possession or use of firearms, explosives, dangerous chemicals, or other weapons on College property or at College-sponsored or supervised activities.

N. Gambling in any form.

O. Smoking in classrooms or other unauthorized campus areas.

P. Failure to comply with lawful directions of College officials, faculty, staff or campus police officers who are acting within the scope of their duties.

Q. Violations of District policies or College regulations concerning the registration of student organizations, the use of District facilities, or the time, place, and manner of public expression.

R. Violation of other applicable federal and state statutes and College rules and regulations.

Sanctions

In accordance with the provisions of Education Code Section 76130, the Board of Trustees provides for the following sanctions for violations of the Code of Student Conduct.

- **Warning:** Notification of the student by a faculty member or administrator that continuation of the conduct may be cause for further disciplinary action;
- **Censure:** A written reprimand or warning to the student by a faculty member or administrator; written referral of the student to a college office or community agency for counseling or rehabilitative treatment;
- **Probation:** Prohibition of the student by the CSSO from participating in designated privileges or college activities for a period of up to one semester or other stipulated requirements to conform to specified standards of conduct;
- **Restitution:** Reimbursement to the college, as directed by the CSSO, for repair or replacement of district property misused, misappropriated, or damaged by the student; payment for bad debts;
- **Temporary Suspension:** Suspension of the student from the classroom by the instructor for up to two days, or by the CSSO for up to ten working days, from one or more classes and from any or all activities;
- **Suspension:** Exclusion from one or more classes, any or all activities of the College and from use of any District facilities. The CSSO may suspend a student for up to one full semester and the President of the College may suspend a student more than one semester;
- **Expulsion:** Termination of student status by the Board of Trustees upon recommendation of the Chancellor.

Exclusion from Classes – Conduct

1. An instructor may recommend to the CSSO the removal of any student or students from any class he or she is teaching for any of the reasons of misconduct enumerated in the “Student Conduct Code”. The recommendation shall be filed in writing with the CSSO who, within five (5) working days of the receipt of the written request from the instructor,
shall impose those sanctions set forth in “Sanctions” which he or she deems appropriate to the reasons for the request set forth by the instructor.

2. In the event the CSSO is also the instructor, the Division Chair in which the Dean is instructing shall impose the sanctions.

3. The CSSO will inform, in writing, the student and the faculty member requesting the removal of the student from class of his or her decision and will inform both the student and the faculty member of their respective rights of appeal.

4. Each college shall develop and adopt procedures to facilitate such appeal.

**Exclusion from Class - Medical Reasons**

There are occasions when students experience emotional problems to such an extent that they interfere with the educational progress of others and/or demonstrate behavior representing a danger to themselves or to others. In such instances, the District is obligated to protect other students’ rights to pursue their education and to take appropriate action, if necessary, to protect the student in question from harming himself or others. In most situations such as this, the Student Health Center and/or the Counseling Center is able to elicit the cooperation of the student’s parents or relatives so they may obtain appropriate medical treatment for the student and/or his or her withdrawal from college. Education Code Section 76020 states:

“The Governing Board of the Community College may exclude from attendance in regular classes any student whose physical or mental disability is such to cause his attendance to be inimical to the welfare of other students.”

**Grievances**

A student may file a grievance when he or she believes that a faculty or College staff member has violated College rules, policies, or procedures, or other local, state, or federal laws. There are two types of grievances: Academic and non-academic student grievance.

A. Academic Grievance: An academic grievance may be filed when a student feels that a faculty member has violated state law, federal law, or College policies and procedures relative to grading or other academic areas. All grade appeals are first with the specific instructor, then in order with the Department Chair, the Division Chair, the Dean of Instruction, the VP of Instruction, the President, the Chancellor, and the Board of Trustees.

1. The State Educational Code provides the following:

2. All grades awarded by the instructor of record shall be final. The California Code of Regulations Section 55760, permits a grievance to be filed with respect to grading only in situations where a grade was assigned due to “mistake, fraud, bad faith, or incompetence.”
B. Non-Academic Student Grievance A general student grievance may be filed by a student who feels an action of a College staff member, office, or group violates existing College rules, policy or procedures; or other local, state, and federal laws. A grievance of discrimination or sexual harassment is not included in this category.

Grievance Process
The grievance process is a formalized process to ensure the timely resolution of conflict at the lowest possible level. There are three steps to the grievance process with appeal levels beyond those steps. Either party may be accompanied by an advocate at any step in the grievance process. It is the preference of the District to resolve grievances at the informal level whenever possible.

Step 1: (Informal Meeting) this step is the informal resolution stage which involves the student who has a complaint and the staff member or specific group who is the other party in the grievance. The student must notify the staff person or representative of a group that he or she wishes to make an appointment for an informal meeting to review an action within ten (10) working days of its occurrence. This informal meeting must then take place within ten (10) working days of the notification of the desire to meet. In the absence of the instructor or staff person and after a good faith effort to make contact, the grievance may directly contact the department chair.

Should the outcome of this informal meeting not meet with the satisfaction of the grievant, he or she may file a formal Step 2 Grievance with the CSSO within five (5) working days of the informal meeting. The formal appeal form must outline the action and outcome of the Step 1 level and the information for the Step 2 level. (Please refer to the Grievance Form)

Step 2: (Formal Grievance) If the informal Step 1 meeting does not resolve the issues to the satisfaction of the student, a formal Step 2 meeting may be initiated by the student. The formal grievance form is filed with the CSSO, who will forward it to the Step 2 level staff person. The grievance form will ask the student to provide the following:

   a. The exact nature of the grievance,
   b. The specific details of the grievance; e.g., chronology of events, copies of any information that may be helpful, etc.;
   c. A description of the informal meeting and the attempted resolution; and
   d. The desired remedy. The Step 2 meeting will be with the immediate supervisor of the faculty or staff member involved and must occur within ten (10) working days of filing with the CSSO. The written outcome of the Step 2 meeting must be completed within two (2) working days of the formal meeting and turned into the CSSO who will give it to the student filing the grievance. If the outcome of Step 2 is not satisfactory to the student, a Step 3 appeal may be filed with the CSSO within five (5) working days of receipt of the Step 2 outcome.

Step 3: (Appeal) The Step 3 appeal with the CSSO must be heard within ten (10) working days of the filing of the appeal. A written decision must be rendered within two (2) working days. The student then has two (2) working days to file a formal appeal with the President.
Grievance Timelines

Complaint occurs and grievant has a maximum of 30 working days to notify the College staff person/office.

• 10 working days for the informal meeting to occur (decision should made during the meeting or within two (2) working days and communicated to grievant)
• 5 working days to file a Step 2 written grievance with the CSSO's Office
• 10 working days to have the Department level meeting
• 2 working days for a written decision
• 5 working days to file a written Step 3 grievance with the CSSO's Office
• 10 working days for the Hearing Board to meet
• 2 working days for a written decision
• 2 working days to initiate a formal appeal to the President
• 10 working days to meet with the President
• 2 working days for written decision
• 2 working days to initiate an appeal to the Chancellor
• 10 working days to meet with the Chancellor
• 2 working days for a written decision
• 2 working days to initiate an appeal to the Board of Trustees
• 30 working days to hold a formal appeal with the Board
• 2 working days for written decision

Grievance timeline are specific but may be deviated from because of scheduling difficulties and other reasonable problems. All delays must be communicated in writing to the student.