

Jefferson State Community College

Policies Complaint/Appeal Procedures

If you feel a college policy has been applied unfairly to your situation, you have the right to submit a written complaint or appeal. First, you must meet with the appropriate supervisor to attempt to work out a resolution. If a resolution cannot be achieved, submit the completed complaint/appeal form with documentation (police report, hospital records, doctor excuse, obituary, etc.) to support your extenuating circumstances to the supervisor responsible for the policy. Supervisors are listed below. The complaint or appeal will be submitted to the College Policies Complaint/Appeals Committee for review. **For academic issues such as grade changes and problems with courses or instructors, you must contact the appropriate faculty member or academic dean.**

Financial Aid Awards or Loss of Aid

Designated Financial Aid Representative
E-mail: tmays@jeffersonstate.edu
Fax: 205-856-8090
Phone: (205) 856-7709

Suspensions, Admissions & Records Procedures

Cindy Bobo or Designated Representative
Shelby/Hoover
E-mail: cbobo@jeffersonstate.edu
Phone: (205) 983-5915

Julie Emmerich or Designated Representative
Chilton/Clanton
E-mail: jemmerich@jeffersonstate.edu
Phone: (205) 280-8203

Philip Guinn Designated Representative
St. Clair/Pell City
E-mail: pguinn@jeffersonstate.edu
Phone: (205) 812-2777

Rodney Thompson or Designated Representative
Jefferson
E-mail: rthompsn@jeffersonstate.edu
Phone: (205) 856-7914

Campus Police

Designated Campus Police Representative
E-mail: mjbailey@jeffersonstate.edu
Phone: (205) 856-7707

Student Refunds, Business Office Procedures

Designated Financial Services Representative
E-mail: dmorris@jeffersonstate.edu
Phone: (205) 856-7779 Jefferson Campus
(205) 983-5926 Shelby Campus

Appeals Information

Students who feel that a college policy has been applied unfairly to their situation have the right to appeal. Student complaints/ appeals may include but are not limited to the following:

- Financial Aid Awards or Loss of Aid
- Traffic Citations and Fines
- Business Office Receivables
- Student Refunds
- Suspensions
- Audit to Credit/Credit to Audit Registrations
- Returned Checks

1. A student who feels a college policy has been applied unfairly shall request a review of the policy, normally within ten working days, to the supervisor or designee responsible for administering the policy. The supervisor or designee shall meet with the student within five working days to offer a recommendation for resolution.

2. In the event the matter is not resolved in the conference with the supervisor or designee, the student has five working days to file a written appeal on the College Policies Appeals form. Documentation must be attached to the completed form to support the appeal.

3. College Policies Appeal Forms are located in Enrollment Services, the Business Office, Campus Security and at the Shelby-Hoover Campus.

4. The College Policies Complaints/Appeals Committee is comprised of two faculty representatives and one staff representative. Committee members and the committee chairperson shall be appointed in October of each year by the dean. Representatives from Enrollment Services and the Business Office are present at meetings, as needed, to serve in an advisory capacity for complaints/appeals relative to their respective areas.

5. The College Policies Complaints/Appeals Committee shall meet within ten working days following receipt of an appeal. After rendering a decision, the Committee shall notify the student of the decision within seven working days.

6. In the event a student disagrees with the Committee's decision, the student may request a review by the appropriate dean. To initiate a review, the student must contact the committee chairperson in writing within five working days of notification of the decision.

7. The dean will issue a written opinion concurring with the original decision of the committee or reversing the committee's decision.

8. The student and the College Policies Complaints/Appeals Committee shall be notified within seven working days of the dean's decision.

9. All decisions are subject to review by the president of the College.

State Student Complaint Process

If, after exhausting all available institutional processes, a student's complaint remains unresolved, the student may appeal to the Alabama Community College System using the System's official Student Complaint Form. This form can be found at <http://www.jeffersonstate.edu/about-jscc-2/complaintappeal-process/> under "State Student Complaint Process".

Instructions: Complete all sections below. Attach all appropriate documentation (letter confirming medical treatment/illness, confirmation of death in immediate family, etc.).

_____ Last Name	_____ First Name	_____ Middle/Maiden
_____ Street Address	_____ City, State, Zip (_____)	_____ JSCC E-mail
_____ JSCC Student Number	_____ Phone Number	

Indicate which category your appeal/complaint relates to:

Student Refunds, Business Office Procedures
 Suspensions, Admissions & Records Procedures

Financial Aid (**Must complete next page**)
 Campus Police

What factors or extenuating circumstances beyond your control contributed to the problem or issue? If this is a Financial Aid issue, what prevented you from meeting Satisfactory Academic Progress requirements? **Failure to address extenuating circumstance(s) and not include documentation may result in denial.** Your explanation should be as detailed as possible. Please type or write neatly. If more space is needed, please attach additional pages.

Please explain your requested solution to the problem or issue. If this is a Financial Aid issue, what changes have occurred that will enable you to meet the Satisfactory Academic Progress requirements? Your explanation should be as detailed as possible. Please type or write neatly. If more space is needed, please attach additional pages.

I have read and understand all instructions and the information submitted is correct and complete.

Signature: _____ Date: _____

Financial Aid Appeal/Complaint Section

If Appealing for Financial Aid, you must complete the following requested information. This appeal will not be considered if the application is incomplete, your 2018-2019 financial aid file is incomplete, or you do not have a 2018-2019 Student Aid Report on file. **NOTE: Students in the current semester who are appealing for financial aid for the upcoming semester, appeals will not be reviewed until after final grades are posted.**

All Students must meet with an Academic Advisor in the Advising Center to obtain a Financial Aid Appeal Degree Audit. The degree audit provides a detailed outline of the remaining courses needed to complete your degree under the major on file when the appeal was granted. If you desire to change your major once the appeal is approved, you must inform the financial aid department. The Financial Aid Appeal Degree Audit must be signed by an Academic Advisor and attached for this appeal to be reviewed.

Have you applied for aid for 2018-2019? Yes ___ No ___

This appeal is to receive financial aid for which term?

- _____ Fall 2018 (Appeal due August 10, 2018)
_____ Spring 2019 (Appeal due December 28, 2018)
_____ Summer 2019 (Appeal due May 10, 2019)

Reason for Appeal (mark at least one):

- _____ Maximum hours
Must include degree audit signed by an academic advisor showing classes remaining
- _____ Terminated for lack of Academic Progress (TLOP)
- _____ Other: _____

FOR COLLEGE USE ONLY

1. Date of Meeting with Supervisor: _____

_____ Resolution Achieved with Supervisor

_____ Appeal Submitted to College Appeals Committee

Supervisor's Signature:

Comments: _____

2. Date Reviewed by Appeals Committee: _____

Decision of Appeals Committee: _____ Granted _____ Denied

Comments: _____

Signature: _____

3. Administrative Review: _____ Granted _____ Denied

Signature: _____