


PROCEDURE

Subject	Student Request for Conflict Resolution as Related to Dual Enrollment	Number: 4.14.03
Source	Executive Vice President & Provost	Reference (Rule #) 6HX14-4.14
President's Approval/Date	 4/8/21	

A. Definition

For purposes of this procedure a "conflict" or "complaint" is defined as the allegation by a State College of Florida, Manatee - Sarasota dual enrolled student in such instances where the student finds it necessary to secure a resolution to a concern including, but not limited to, situations in which the dual enrollment articulation agreement, or published policies based on the articulation agreement, are perceived by the student to have been inappropriately interpreted and/or applied to him or her.

B. Purpose and Conditions for a Conflict Resolution Procedure

State College of Florida, Manatee - Sarasota (SCF) strives to maintain a professional work and academic environment where all students, staff, faculty, and other members of the collegiate community are treated with respect and dignity. The goal of the College is to provide an academic and institutional climate that is conducive to learning and working productively. To that end, the purpose of this Student Request for Conflict Resolution Procedure is to:

1. Provide dual enrolled students with a complaint mechanism for their perceived conflicts/complaints.
2. Assure dual enrolled students that there will be no retaliation for pursuing the resolution of their conflict/complaint under the procedure.
3. Provide dual enrolled students with:
 - a. Assurance that policies are applied consistently and equitably.
 - b. An effective method to present concerns to administration for resolution internally.
 - c. A process that provides a prompt, thorough and impartial investigation.
 - d. The potential for resolution at the lowest level possible
 - e. Assurance that confidentiality will be maintained to the

extent possible within legal requirements.

The burden of proof needed to substantiate the merits of a complaint shall rest with the student. Therefore, the student must demonstrate:

- (a) the presence of a wrong or loss;
- (b) that the specific alleged incident caused damage; and
- (c) that there is a remedy available to right the wrong.

Examples of the above may include, but are not necessarily limited to, situations where students feel that a policy was misapplied, or the articulation agreement has been misinterpreted. This does not include questions concerning academic matters such as course grades.

In keeping with the intent and spirit of this Procedure, it is incumbent upon all parties involved to show respect, civility, restraint, and professionalism in their efforts to resolve complaints. It is incumbent upon administrators and students to arrange meetings and conferences with each other in good faith and to communicate decisions within established time frames to all concerned parties.

C. Conflict Resolution Policy

General Guidelines:

1. Students are encouraged to direct their concerns to the administrator with whom their complaint exists to resolve the complaint at the lowest possible level. However, if these efforts fail, the *Conflict Resolution Procedure* provides guidelines and procedures for resolving the conflict.
2. This Procedure is not to be used for complaints of academic matters. These concerns are to be directed to the professor, and then the department chair and subsequently another College Procedure for resolution.
3. This Procedure is not to be used for complaints of *alleged harassment or discrimination*. These concerns are to be directed to the College Student Ombudsman, and subsequently another College Procedure for resolution.
4. This conflict resolution process may only be initiated by the affected student and not by third parties in a representative capacity.
5. The time limits provided in this Procedure shall be strictly observed by all parties, unless extended by written agreement of the parties. The number of days indicated at each step will be considered as the maximum and every effort will be made by the parties to expedite the process. Failure of the student to process the conflict/complaint within the time limits herein provided shall result in the dismissal of the complaint. Failure of supervisory employees or the administration to process the complaint within the time frames provided shall entitle the student to proceed to the next step of the Procedure.
6. The written conflict/complaint of the student must state pertinent facts in enough detail to enable an otherwise uninformed third-party to determine from the document the conflict/complaint requiring resolution, assuming the truth of the facts as stated. The written explanation of the conflict/complaint must specify with particularity the relief sought by the student.

7. In each of the procedure steps, working days shall be defined as any day the College is open for business and shall EXCLUDE Saturdays, Sundays, any holiday the College has published as "College Closed," any days the College designates as "no classes," and emergency closings.

D. Conflict Resolution Procedure

It is the College's intent to be responsive to its dual enrolled students and their concerns; therefore, the following conflict resolution procedure has been established.

Step One - Informal Procedure

- a. The student and Early College representative will meet, virtually or in person, within five (5) working days from when the conflict/complaint or sanction imposed occurred, unless the situation warrants immediate attention.
- b. The Early College representative will take a positive approach, explain the reasons for any action, or policy which may have contributed to the conflict/complaint, and seek a mutually agreeable solution.
- c. The goal of both parties should be to resolve the issues at this level.

Step Two – Formal Procedure

- a. If the resolution at Step One does not resolve the conflict/complaint to the satisfaction of the student, the student may request in writing to proceed to Step Two and shall submit the written complaint to the next higher level of supervision as set forth in b. below, with a copy to the Executive Vice President and Provost. The submission of the written conflict/complaint at this Step Two is due within two (5) working days of the student's receipt of the finding of the Program Director or Early College representative in Step One.
- b. Upon receipt of the formal written conflict/complaint, the supervisor of the Program Director shall schedule a meeting with the student within two (5) working days to discuss the conflict/complaint. As a part of the Procedure, the supervisor will consult with the, and Program Director and/or Early College representative, to assure equitable treatment and adherence to College policies and state and federal laws as related to academic due process.
- c. Within five (5) days after the meeting with the student, the supervisor will issue a decision in writing to the student, Program Director or Early College representative, with a copy to the Dean for Institutional Effectiveness and Research, and the Executive Vice President and Provost.

Step Three- Formal Procedure

- a. The student may within five (5) working days of receipt of the disposition of Step Two, request in writing to proceed to Step Three in which the Executive Vice President and Provost or their designee shall investigate the conflict/complaint. The student shall submit such written request with a summary of the findings at Step One and Two.

- b. The Executive Vice President and Provost or their designee will meet with the parties directly involved to facilitate a resolution or gather further information from the parties and other resources as needed. The investigation shall be conducted confidentially, and any individuals interviewed during the investigation shall be advised to maintain such confidentiality.
 - c. A written finding will be given within ten (10) working days of completion of the investigation by the Executive Vice President and Provost or their designee. A copy of the findings will be provided to all parties and the Dean, for Institutional Effectiveness and Research.
 - d. The decision of the Executive Vice President and Provost or their designee shall be the final settlement of the conflict/complaint.
- **Note –** For cases involving student eligibility for dual enrollment, the resolution of the case at Step Three may not allow enough time for registration in the current semester. It is recommended that a student engage in the appeal process as quickly as possible to avoid time constraints.

Students are advised after exhausting the campus-based conflict resolution process you may escalate your grievance to the Florida Department of Education. For more information, please visit <http://fldoe.org/schools/higher-ed/fl-college-system/about-us/complaints.shtml>