

Academic Grievance

Students who have a concern or grievance regarding any academic matter may use the following process to address those concerns.

Change of Grade

SUVA encourages students to seek a deeper understanding of why they received a grade for any project, assignment, or course they have completed or attended and therefore allows the student to request an evaluation of any grade they received using the following process.

If a SUVA student questions the correctness of a grade, the student can address his/her concern with the SUVA Student Services Department. Students may protest any grade and begin the grade re-evaluation process. Each grade protested requires the project or assignment to be submitted for a re-grade by a minimum of two Faculty other than the Faculty member who previously graded the project. If the re-grade affects the student's course grade, and is higher than the grade the student received in the original evaluation of the work, the new grade is submitted to the Registrar for a correction to the student's transcripts. If the re-evaluation produces a lower grade and negatively affects the student's course grade, the grade is lowered and the new lower grade is submitted to the registrar.

Please note that graduated students who wish to seek a change of grade or file an academic grievance must do so no later than three days after the last grades required for completion of degree requirements are posted.

Grievances must be submitted no later than two weeks after receiving the grade. This deadline has been set to allow time for the resolution of incomplete grades. Please also note that requests for a change of grade from students who have graduated must adhere to the guidelines noted at the end of this section. SUVA students are encouraged to contact a Student Services Representative to guide them through any grievance process and are encouraged to work with their Student Services Representative as an advocate to reduce the uncertainty of reporting a grievance.

1. Students who have a concern or grievance regarding an academic matter are encouraged to discuss their concern directly with the instructor.
2. If the student is not comfortable presenting his/her concern in person, or is not satisfied with the outcome of the discussion, the student should submit the grievance in writing to the instructor, and send a copy to the Student Services department.
3. The instructor must respond, in writing to the student within 10 business days from the date in which a grievance is received. In the case of a grievance filed during winter, spring, or summer breaks, the clock will stop until the first day of the regular academic calendar. The department Chair with supervisory responsibility for the instructor/course is available for consultation by either the student or the faculty member, and must be copied on the instructor's response. The Chair has the right to forward the concern to the Office of the Dean should he/she conclude that either the student or instructor's concerns warrant further review or intervention.

4. If the student believes that his/her concern requires further attention, he/she may submit the matter in writing to the Student Services Office identifying the concerns and why the student believes his/her concern requires further attention. At the Albuquerque branch campus, Students may include the Associate Dean in their correspondence and at the Tucson campus; the student may include the Academic Deans on their correspondence.

5. SUVA must either rule on the case or call a meeting of an Academic Grievance Committee within 10 business days. If the Dean determines not to rule on the matter, they may convene an Academic Grievance Committee to review the concern.

6. In the event a resolution cannot be reached, students may seek assistance from the College's state licensing authority.

Arizona: Arizona State Board for Private Postsecondary Education, 1400 W. Washington St. Phoenix, Arizona 58007

New Mexico: New Mexico Higher Education Department, Private Postsecondary Schools Division, 2044 Galisteo Street, Suite 4, Santa Fe, New Mexico 87505-2100
Phone: 505-476-8442 or 476-8416, Fax: 505-476-8454
www.hed.state.nm.us/institutions/licensure.aspx for more information and forms and private.schools@state.nm.us for students, faculty or public to send complaints.

Higher Learning Commission: 230 S. LaSalle St. Ste. 7-500, Chicago, Illinois 60604-1411

5.100.2.25 Complaints against the Institution:

A. An institution licensed by the department shall have and make available to all students a written procedure that describes in detail how student or other parties may register a complaint or grievance, how the institution will investigate the complaint, and how the institution will attempt to resolve the complaint. Such policies shall at a minimum include the following components:

1. requirement that students or other parties with complaints or grievances against an institution first seek to resolve their complaint or grievance directly with the institution;
2. a time frame within which the institution will investigate the complaint and respond to the complainant;
3. assurance of the involvement of a person who will serve as an impartial representative of the institution but not be directly involved in the area of the complaint
4. assurance that no adverse action will be taken against the complainant for registering the complaint; and
5. Identification of the higher education department as the agency to be contacted in cases where a complaint cannot be resolved.

B. The institution shall maintain adequate records of all complaints and their resolutions for a period of not less than three years.

C. Complaint to the department. A student or other party not satisfied with an institution's resolution of a complaint may submit a complaint to the department in writing on a form provided by the department. A student must file a complaint with the department within three (3) years of his/her last date of enrollment.

D. Upon receipt of a written complaint, the department or its authorized representative shall verify that the complaint involves one more standards for licensure of the institution and is therefore a legitimate subject of complaint to the department. If the complaint is determined to be legitimate, the department or its authorized representative shall forward the complaint to the institution for a written response and shall encourage resolution of the complaint between the student and the institution. The institution shall have thirty (30) days to forward its response to the department. A copy of the institution's response will be forwarded to the student with a request that the student indicate satisfaction or dissatisfaction with the response.

E. In attempting to resolve a verified complaint, the department or its authorized representative may, but is not obliged to, convene a hearing and shall give written notice to the institution and to all persons involved, regarding the time, date, and place of the hearing. Such hearings, if held shall be informal and for the purpose of determining the facts surrounding the claim and, if the claim is correct, to effect a settlement by persuasion and conciliation.

F. In the event that the party complained against refuses to attend the hearing or effect the settlement of any claim determined by the department to be correct, the department shall invoke its powers to take such action as shall be necessary for the indemnification of the claimant.