

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 regrade 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 additional 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,
1740 W. Adams St. Ste. 3008 Phoenix,
Arizona 85007
Phone: 602-542-5709
www.azppse.gov

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