

Complaint/Appeal Process – Online Program Students

In general, students who have made a reasonable attempt to resolve a problem with the persons directly involved and wish to review or file a complaint regarding the action of an individual, an academic department, or an administrative unit of the university should direct their questions to the person responsible for supervision of the individual, department or unit. Students who wish to resolve a grievance should follow the university's [Student Grievance Policies and Procedures for Online Program Students](#).

Wayland Baptist University is an nc-SARA institution. For students residing in a state where Wayland does not have a physical presence, if an issue, other than grade appeals and conduct complaints, cannot be resolved internally, a student may file a complaint with the nc-SARA state portal agency contact. For students residing in a state where Wayland does have a physical presence, the student may file a complaint with the state in which he/she resides (see list of state contacts below). For accreditation issues, a student may file a complaint with the university's accrediting agency.

Wayland Baptist University is accredited by the Southern Association of Colleges and Schools Commission on Colleges to award degrees at the associate, baccalaureate, and master's levels. Contact the Commission on Colleges at 1866 Southern Lane, Decatur, Georgia 30033-4097 or call (404) 679-4500 in order to (1) learn about the accreditation status of the institution, (2) file a third party comment at the time of the institution's decennial review, or (3) file a complaint against the institution for alleged non-compliance with a standard or requirement. Normal inquiries about the institution, such as admission requirements, financial aid, educational programs, etc., should be addressed directly to the institution and not to the Commission's office. See <http://www.sacscoc.org/FAQTOC.asp> on how to file a complaint with the Southern Association of Colleges and Schools Commission on Colleges.

Complaint Resolution Contacts by State

[Alaska](#)

[Arizona](#)

[Hawaii](#)

[New Mexico](#)

[Oklahoma](#)

[Texas](#)

Residents of any other state should contact:

Jessica Acton
Program Director
Texas Higher Education Coordinating Board
1200 E. Anderson Lane
Austin, TX 78752
(512) 427-6214
Jessica.acton@theccb.state.tx.us

Student Grievance Policies and Procedures for Online Program Students

Academic Dishonesty Appeal – Any student who has been penalized for academic dishonesty has the right to appeal the judgment or the penalty assessed. The appeals procedure will be the same as that specified for student grade appeals.

Discrimination – Wayland Baptist University adheres to a policy of nondiscrimination on the basis of age, color, race, gender, national or ethnic origin, or disability. Students who feel they have been discriminated against by an individual, academic department or administrative unit of the university are encouraged to attempt to resolve the problem with the individual, department, or unit or the person directly responsible for that individual, department, or unit prior to the filing of a formal complaint. Grievances which cannot be resolved informally should be addressed in accordance with the [General Procedures for Online Program Students](#) outlined below.

Financial Aid Probation/Suspension Appeal – Students subject to financial aid probation or suspension may appeal to the director of financial aid in writing for a review of the decision. Each appeal will be reviewed and acted upon by the Financial Aid Committee. To allow the committee adequate time to evaluate the circumstances, appeals by students must be made as quickly as possible. The decisions of the Financial Aid Committee may be appealed to the Chief Financial Officer (CFO). The decision of the CFO is final. A maximum of two appeals will be allowed - this will include probation and suspension.

Circumstances that may justify an appeal include: death in the family, illness of the student, and other situations which create undue hardship for the student. Appeals should state actions that have been taken to ensure satisfactory performance in subsequent enrollments. The appeal packet may be picked up in the Financial Aid Office. The student should attach supporting documentation of the circumstances to the appeal when submitted for review.

Grade Appeal – The student should first present, in writing, the grade appeal to the instructor of the course. This must be done within thirty calendar days after the beginning of the next regular term. If agreement is reached, the faculty member will either sustain the judgment made or make a change according to the agreement reached within two weeks.

(For students associated with an external campus) If the student feels the matter is not satisfactorily resolved at the student-faculty level, the student should submit the grade appeal to the campus executive director/dean within two weeks after the decision by the professor. The external campus executive director/dean will either sustain the judgment of the professor or make a change according to the agreement reached with the student within two weeks. The campus executive director/dean will notify the appropriate school dean of this decision.

If the student feels the matter is not satisfactorily resolved at the student-faculty level or the student-executive director/dean level for a student associated with an external campus, the student should submit the grade appeal to the dean of the school in which the course is taught. The appeal must be made in writing within two weeks after the faculty member has acted on the grade appeal; otherwise, the grade appeal shall be considered withdrawn. The dean of the school will review all facts and evidence in the case and mediate a decision within two weeks after the receipt of the grade appeal. If there is no further appeal, it will be considered resolved.

If the student is not satisfied, he/she may request the executive vice president/provost to refer the appeal to the university Faculty Assembly Grade Appeals Committee. This request must be made in

writing, must include the basis for the appeal, and must be submitted within two weeks following receipt of the decision of the dean of the school.

The student or faculty member may appeal the findings of the committee in writing to the executive vice president/provost within one week after receiving the committee's report. The executive vice president/provost will render a decision within two weeks and copies of such decision will be sent to the student, the faculty member, and the dean of the school involved. This decision shall be final in all cases of grade appeals.

Failure to submit grade appeals within the required time period will negate the student's complaint. No grade appeal will be considered after one full term has passed after the student has received the grade in question.

Graduate Admission Decision Appeal – An applicant may appeal an admission decision to the Graduate Council. The appeal should be routed through the vice president of external campuses and graduate services.

Records - The Family Educational Rights and Privacy Act (FERPA) affords students certain rights with respect to their education records. They are as follows:

1. The right to inspect and review the student's education records within 45 days of the day the university receives a request for access.

Students should submit to the registrar, dean of students, school dean or other appropriate official written requests that identify the record(s) they wish to inspect. The university official will make arrangements for access and notify the student of the time and place where the records may be inspected. If the records are not maintained by the university official to whom the request was submitted, that official shall advise the student of the correct official to whom the request should be addressed.

2. The right to request the amendment of the student's education records that the student believes are inaccurate or misleading.

Students may ask the university to amend a record that they believe is inaccurate or misleading. They should write the university official responsible for the record, clearly identify the part of the record they want changed, and specify why it is inaccurate or misleading. If the university decides not to amend the record as requested by the student, the university will notify the student of the decision and advise the student of his or her right to a hearing regarding the request for amendment.

Additional information regarding the hearing procedures will be provided to the student when notified of the right to a hearing.

3. The right to consent to disclosures of personally identifiable information contained in the student's education records, except to the extent that FERPA authorizes disclosure without consent.

One exception which permits disclosure without consent is disclosure to school officials with legitimate educational interests. A school official is a person employed by the university in an administrative, supervisory, academic or research, or support staff position (including law

enforcement unit personnel and health staff); a person or company with whom the university has contracted (such as an attorney, auditor, or collection agent); or a student serving on an official committee, such as a disciplinary or grievance committee, or assisting another school official in performing his or her tasks. A school official has a legitimate educational interest if the official needs to review an education record in order to fulfill his or her professional responsibility.

4. The right to file a complaint with the U.S. Department of Education concerning alleged failures by Wayland Baptist University to comply with the requirements of FERPA. The name and address of the office that administers FERPA is Family Policy Compliance Office, U.S. Department of Education, 400 Maryland Avenue, SW., Washington, DC 20202-5920.

Sexual Misconduct – See <http://www.wbu.edu/security/titleIX/>

General Procedures for Online Program Students

If the student has made a reasonable attempt to resolve the problem with the persons directly involved, any student grievance not covered by a policy identified above should be addressed in the following manner:

Step 1 - A written complaint should be made to the immediate supervisor of the person against whom the complaint is made. If no resolution has been reached or the student has not received a satisfactory response from the supervisor within 10 working days of the date of the appeal, the student should proceed to Step 2.

Step 2 - The student should file a formal written complaint with the senior administrator having jurisdiction over the area in question.

Step 3 - The senior administrator will assign a committee of university faculty and staff to rule on the grievance. The administrator may assign a special committee or a standing university committee to rule on the grievance. The committee will present a ruling on the grievance within 30 calendar days of receipt of complaint by the administrator. The administrator will inform the plaintiff and area supervisor of the committee's decision.

Step 4 - The plaintiff may appeal the decision of the grievance committee to the president or the president's designee(s). Such appeals must be presented to the president in writing within 10 working days of the initial ruling. A ruling on the appeal will be made within 15 calendar days of the filing of the appeal. Rulings made at this level are final.

Step 5 – (***For students studying in Arizona***) If the complaint cannot be resolved after exhausting the above grievance procedure, the student may file a complaint with the Arizona State Board for Private Postsecondary Education. The student must contact the State Board for further details at the address below.

Arizona State Board for Private Postsecondary Education
1400 West Washington, Room 260
Phoenix, Arizona 85007
(602) 542-5709