

STUDENT COMPLAINT, APPEAL, AND CONCERN RESOLUTION MATRIX

This matrix is provided to assist students in understanding the procedures and process for addressing common issues. Procedures are usually different for Undergraduate and Graduate students.

STEP 1:

- Find your complaint, appeal, or concern on the matrix below and follow the process for resolution.

STEP 2:

- If your complaint, appeal, or concern is still not resolved, complete the Student Complaint, Appeal, and Concern Form and return it to the Dean of Students.

The link to the Student Complaint, Appeal, and Concern Process flow chart is found here:

[Student Complaint, Appeal, and Concern Flowchart](#)

The link to the Student Complaint, Appeal, and Concern Form is found here:

[Student Complaint, Appeal, and Concern Form](#)

Nature of Complaint, Appeal, or Concern	Procedure or Reference	Office or Contact Person	Process
<p>Academic Content/Record</p> <p>System and university policies, as well as Family Education Rights and Privacy Act (FERPA), establish the student's right to request a change, addition, or deletion to his/her records if the material is inaccurate or misleading.</p>	<p>Student Guidebook</p> <p>Family Educational Rights and Privacy Act (FERPA)</p>	<p>Registrar</p>	<ul style="list-style-type: none"> • Send an email to the Registrar: regofc@tamuc.edu and include your name, CWID, and a description of your request, concern, or complaint. • The Registrar's Office will respond by email. • A record of the concern will be retained in the Office of the Registrar.
<p>Academic Suspension</p> <p>Students who fail to maintain sufficient academic progress (GPA standards) may appeal the decision and request eligibility to re-enroll and continue classes.</p>	<p>11.04.99.R0.06 Undergraduate Scholastic Probation and Dismissal</p>	<p>College Deans or School Director</p>	<ul style="list-style-type: none"> • A student who is on academic suspension may appeal through their academic College Dean or School Director to re-enroll and continue classes. • If you are a University College student, taking courses in the core curriculum, contact the Dean of the University College. • All other undergraduate students must contact the Dean of the College or the School Director for your declared major. • If you are not satisfied with the decision of your College Dean or School Director, contact the Office of the Provost & Vice President of Academic Affairs to have your appeal reviewed by the Academic

	<p>11.04.99.R0.16 Graduate Academic Probation, Retention and Suspension</p>	<p>Vice Provost for Research/Dean of Graduate Studies</p>	<p>Appeals Committee.</p> <ul style="list-style-type: none"> • Please note – all holds against an undergraduate student’s record (academic, financial, etc.) must be resolved prior to re-admittance. • Graduate students contact the Vice Provost for Research/Dean of Graduate Studies. • Please note – all holds against a graduate student’s record (academic, financial, etc.) must be resolved prior to re-admittance.
<p>Admissions Appeal</p>	<p>11.04.99.R0.01 Undergraduate Admissions</p> <p>Graduate School</p>	<p>Undergraduate Admissions</p> <p>Director of Undergraduate Admissions</p> <p>Vice Provost for Research and Dean of Graduate Studies</p>	<p>Undergraduate students submit the Appeal Form (provided with notification of initial denial email/letter) to the Director of Undergraduate Admissions and an Educational Goals Statement as explained below:</p> <ul style="list-style-type: none"> • Explain your education goals at Texas A&M University-Commerce by answering the three questions below in paragraph form (250-500 words maximum). Please note the best essays are those that address and completely answer each of the three questions. The essay is an opportunity for you to show the Admissions Appeal Committee your ability to think effectively, conceptualize, and communicate that you are capable of succeeding in college: <ol style="list-style-type: none"> 1. What are your career goals and what degree programs do you intend to pursue? 2. What motivates you or why did you choose this career goal/degree plan? 3. What experience(s) and academic strengths will help you achieve these goals? • Each graduate program has application/admission requirements specific to the discipline. A student who has received a denial letter to a graduate program should contact the Graduate School Student Services Coordinator (contact information will be at the bottom of the denial letter) in order to determine options.
<p>Americans with</p>	<p>13.01.99.R0.01</p>	<p>Student Disability</p>	<ul style="list-style-type: none"> • If a student with a disability encounters

<p>Disabilities Violation</p>	<p>Students with Disabilities</p>	<p>Resources & Services Rebecca Tuerk, Director</p>	<p>what he or she believes to be institutional discrimination or harassment based upon his or her disability, the student should first seek a remedy with the appropriate university personnel who are nearest to the problem.</p> <ul style="list-style-type: none"> • If a solution is not achieved, the student should contact the Director of Student Disability Resources and Services. • If the student is not content with the outcome after contacting the Director of Student Disability Resources and Services, the student should file a written grievance with the ADA Compliance Committee within 30 days of alleged harassment or discrimination, utilizing the Student Concern Form.
<p>Confidentiality of Student Records and Family Education Rights</p>	<p>Student Consent for Release of Non-Directory Information Family Educational Rights and Privacy Act (FERPA)</p>	<p>Registrar</p>	<ul style="list-style-type: none"> • Send an email to the Registrar: regofc@tamuc.edu and include your name, CWID, and a description of your request, concern, or complaint. • The Registrar’s Office will respond by email. • A record of the concern will be retained on file in the Office of the Registrar.
<p>Disciplinary Action or Adverse Treatment by Fellow Students or University Employees</p> <p>Students who pose a complaint regarding the actions of other students or university employees may pursue informal and formal procedures for resolution. Students who receive disciplinary action as a result of unacceptable actions/conduct may appeal the decision.</p>	<p>Student Complaints, Appeals, and Concerns Student Guidebook</p>	<p>Assistant Vice President & Dean of Students Robert Dotson, Assistant Dean</p>	<ul style="list-style-type: none"> • Complete and submit the Student Complaint, Appeal, and Concern Form to the Office of the Assistant Vice President & Dean of Students. • The Dean of Campus Life and Student Development Office is here to help students resolve concerns, problems, or conflicts with regards to University policies, procedures, and decisions. • The office provides for a confidential and neutral place for students to come to express their concerns. Students work directly with staff members to identify steps that may be taken to achieve a timely and fair resolution to a problem. All student concerns will be acknowledged by the appropriate Texas A&M University-Commerce employee within 10 business days of receiving the Student Complaint, Appeal, and Concern Form. • The Student Complaint, Appeal, and Concern Forms are retained in the Office

			of the Assistant Vice President & Dean of Students.
<p>Distance Education Complaints</p> <p>A&M-Commerce provides prospective and enrolled students with contact information for filing complaints regarding distance education to the appropriate state agency or agencies.</p>	<p>Consumer Information</p>	<p>Various agencies, depending on the student's state of residency.</p>	<ul style="list-style-type: none"> Refer to the information provided on the Consumer Information web page.
<p>Financial Aid Determination/ Eligibility and Satisfactory Academic Progress (SAP)</p>	<p>Financial Aid & Scholarships</p> <p>Satisfactory Academic Progress (SAP)</p> <p>Appeals Forms</p>	<p>Financial Aid & Scholarships</p> <p>Director of Financial Aid & Scholarships</p>	<p>Students inquiring on their eligibility or lack of eligibility for financial aid may obtain initial answers to their questions by:</p> <ul style="list-style-type: none"> Emailing their questions to FAO.WEB@tamuc.edu Stopping by the One Stop Shop and visiting with a financial aid representative available during business hours. Making a specific appointment with a financial aid representative. Calling the Financial Aid & Scholarships Office 903-883-5096.
<p>Fraudulent, Wasteful or Abusive Activities</p> <p>The Texas A&M University System is dedicated to adhering to the highest ethical standards and principles. If you have factual information suggestive of fraudulent, wasteful or abusive activities we want you to report it.</p> <p>Examples of reportable issues include fraud; misuse of resources or information; violations of safety rules; and inappropriate conduct, harassment, or discrimination.</p>	<p>Ethics Point</p>	<p>Texas A&M University System</p>	<ul style="list-style-type: none"> Students are encouraged to report issues through the Risk, Fraud & Misconduct Hotline, an anonymous telephone and web-based reporting system by calling 1-888-501-3850 or select "file a report" at the top of the page at www.ethicspoint.com. The hotline is independently operated and available 24 hours a day, 7 days a week.

<p>Grade Grievances, Grade Changes/Errors</p> <p>Students may complain about the final grade in a course and request resolution through the informal and formal grievance processes.</p>	<p>13.99.99.R0.05 Student Appeal of Instructor Evaluation</p> <p>13.99.99.R0.07 Grade Changes</p>	<p>Provost & Vice President for Academic Affairs</p>	<p>Your appeal should be initiated in writing according to the instructions in the Procedure: Student Appeal of Instructor Evaluation.</p>
<p>Undergraduate Catalog Year Requirement</p> <p>Students can verify their catalog year requirement and request an extension if extenuating circumstances apply.</p>	<p>Undergraduate Online Catalog</p>	<p>Registrar</p> <p>DegreeWorks/Graduation Coordinator</p>	<ul style="list-style-type: none"> • Contact the DegreeWorks/Graduation Coordinator in the Office of the Registrar to verify calendar year requirement. A one- semester extension can be granted at the discretion of the student’s College Dean or School Director. • Students entering the university must meet the degree requirements listed within their current catalog or, should they fail to graduate within five years, they will be required to meet the degree requirements of a subsequent catalog that is within five years of currency at the time of their graduation. • As required by the Southern Association of Colleges and Schools Commission on Colleges (SACSCOC), at least 25 percent of the hours applicable to a degree must be earned through instruction by the institution awarding the degree.
<p>Level of Service - WeCare and Student Forums</p>	<p>One Stop Shop</p> <p>Student Forums</p>	<p>Vice President for Student Access & Success</p> <p>Dr. Mary Hendrix, Vice President</p>	<p>Students’ concerns may be submitted via the WeCare Survey or during a monthly Student Forum.</p>
<p>Refund of Fees</p>	<p>Refund Information and Forms</p>	<p>Bursar</p> <p>Charles Robnett, Bursar</p>	<ul style="list-style-type: none"> • Refunds from credit balances on student accounts are refunded automatically. No student action is necessary. Timeliness of refunds is tracked through aged credit balance reports generated through Banner. • Students contesting refund percentages from drops or withdrawals are referred to the Registrar's Office for appeal. • Students contesting application of 30 or 45 hour rules are referred to the Registrar's Office for the 30 or 45 Hour Rule Appeal Form. • Students contesting housing or meal plan charges are referred to the Office of

			<p>Residential Living and Learning for appeal.</p> <ul style="list-style-type: none"> • Students desiring to appeal residency status (in-state vs. out-of-state tuition rate) are referred to Undergraduate Admissions or the Graduate School for resolution. • Student account inquiries may be sent to StudentAccounts@tamuc.edu. Students generally receive a reply within 2 business days or less.
<p>Residency Status (Undergraduate) Determination</p> <p>A student may appeal the decision to be classified as out of state for tuition purposes.</p>	<p>Determination of Residency for Undergraduate Tuition Purposes</p>	<p>Undergraduate Admissions</p> <p>Director of Undergraduate Admissions</p>	<ul style="list-style-type: none"> • Undergraduate students must complete the Core Residency Questionnaire and return it to the Office of Undergraduate Admissions: • Students must meet one requirement listed in Part A of the Revised Chart II: Documentation to Support Establishing and Maintaining Domicile in Texas. • Students must submit one item from part B of the revised Chart II: Documentation to Support Establishing and Maintaining Domicile in Texas.
<p>Sexual Harassment, Discrimination</p>	<p>08.01.01.R0.01 Civil Rights Compliance Procedure</p>	<p>Human Resources</p> <p>Assistant Vice President & Dean of Students</p>	<p>Contact the offices of Human Resources and the Assistant Vice President and Dean of Students in person, by phone, or by email.</p>
<p>Student Employment Grievance and Appeal</p> <p>Student employees of A&M-Commerce have the right to file a grievance regarding complaints, disagreements, or differences with an employer. Student employees also have the right to appeal employment related decisions.</p>	<p>33.99.08.R1 Student Employment</p>	<p>Assistant Vice President & Dean of Students</p>	<ul style="list-style-type: none"> • Complete the Student Complaint, Appeal, and Concern Form and return it to the Office of the Assistant Vice President & Dean of Students. Student employees may also seek advice and/or assistance from Human Resources regarding the grievance process.
<p>Title IX</p>	<p>08.01.01R Civil Rights Compliance Procedure</p>	<p>Human Resources/Title IX</p> <p>Barbara Corvey, Interim Human Resources Officer</p> <p>TitleIX@tamuc.edu</p>	<p>Contact the Office of Human Resources either in person, online, by email, or by telephone to report any concerns or complaints.</p>

<p>Traffic/Parking Violations</p>	<p>Parking Permit Information</p>	<p>Cashier's Office</p> <p>The Justice of Peace is over Traffic Citations Judge Jennifer Reeves.</p> <p>All other complaints or concerns may be directed to the University Police Chief Donna Spinato.</p>	<ul style="list-style-type: none"> • University Parking Appeals are accepted in writing at the cashier's office in the Business Administration Building. Once completed, a copy will be sent to the University Police and to the Traffic Appeal Committee for review/resolution. A date, time and location for the hearing will be provided in advance of the hearing date when processing the appeal. • Traffic Violations are handled at the local Justice of the Peace office, located behind the Exxon on Culver St. • All other concerns or complaints may be sent to Donna Spinato, Chief of Police, by Email or by appointment.
<p>Transfer Credit Denial</p>	<p>Transfer of Credit</p>	<p>Undergraduate Admissions</p> <p>Pam Wright, Assistant Director of Undergraduate Admissions</p> <p>Graduate Admissions Graduate School</p>	<ul style="list-style-type: none"> • To begin an appeal, undergraduate students should contact Pam Wright in the Office of Undergraduate Admissions by phone or email : • Transcripts are evaluated for credit by the Office of Undergraduate Admissions, and at times may undergo a review by faculty members serving as Department Heads , Deans of your College, or School Director. Credits for your specific degree must be determined by the academic departments. Once your transcript undergoes the review process, you will be provided with the information concerning the transferability of your courses and how they will be applied to your degree program. A course must be college level to be transferable, and you must have earned a grade of D or better. In some instances, a grade below a C may not be acceptable in cases where the course will be applied to your major. Students can access their degree plan through the online degree evaluation system once they have been admitted. • Graduate Students should contact the Office of the Vice Provost for Research/Dean of Graduate Studies either in person, by phone, or by email.

This document is found at

<http://www.tamuc.edu/aboutus/administrativeOffices/studentAccessAndSuccess/Complaint%20Resolution%20Matrix.aspx>