

## Complaint/Appeal Process – External Campuses

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 External Campus Students\*](#).

If an issue cannot be resolved internally, a student may file a complaint with the state in which the



student, the faculty member, the campus executive director/dean, 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.

Graduate Admission Decision Appeal An applicant may appeal an admission decision to the Graduate Council. The appeal should be routed through the campus executive director/dean.

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, external campus executive director/dean, 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 time and place where 70

