

behavior as a sole basis for the appeal. A student who is uncertain about whether a grade should be appealed or who needs additional information about the grade appeals process can contact the assistant dean of curriculum and integrated learning.

Process of Module/Course Grade Appeal Process

If, and only if the purpose of the appeal meets any of the above criteria, students can appeal to the course director(s) by submitting a written appeal within 48 hours of the grade being posted. Only final course grades may be appealed. Appeals not meeting the above criteria will not be considered. After receiving a rejection of appeal from the course director(s), if the student feels an error remains, they may submit an appeal to the assistant dean of curriculum and integrated learning within three business days of the response from the course director(s). The assistant dean of curriculum and integrated learning will review the student's request and make a final determination. If the assistant dean of curriculum and integrated learning is the course director, the final determination will be made by the associate dean for academic affairs and research of the CDM. There is no further appeal following the decision by the assistant dean for Curriculum and Integrated Learning or associate dean for Academic Affairs and Research.

Student Conduct & Processes

Student Misconduct Matters

Students are held to standards of professional conduct. Such standards and the procedures for resolving alleged violations of the standards of professional conduct are found in KCU's Student Conduct Policy, which is located in the [online policy library](#).

Student Academic Matters

Students are held to standards of academic performance. The procedures for assigning formal academic sanctions and supports in the event of academic failures or concerns are found in KCU's Student Academic Progress Policy, which is located in the [online policy library](#).

Student Grievances

KCU is committed to treating all members of the University community (administrators, faculty, staff, students, applicants for employment, third-party contractors, all other persons who participate in the University's educational programs and activities, including third-party visitors on campus) fairly with regard to their personal and professional concerns. The student grievance policy is designed to promptly review concerns and promote reaching resolutions in a fair and just manner. The University's grievance procedure enables students to bring complaints and problems to the attention of the

University's administration. KCU forbids any retaliatory action against students who present concerns and complaints in good faith.

Complaints regarding KCU distance education delivered outside the state of Missouri, which are not satisfactorily resolved after exhausting KCU's grievance process, may be submitted to the [Missouri Department of Higher Education and Workforce Development](#). For more information about the distance-education complaint resolution process, see the [National Council for State Authorization and Reciprocity Agreements](#).

Definition

A grievance is a complaint arising out of any alleged unauthorized or unjustified act or decision by an individual (e.g., student, faculty, staff, administrator) that in any way adversely affects the status, rights, or privileges of a member of the student body. Such complaints may include, but are not limited to the following:

- Academic programs or courses
- Accreditation standards or processes
- Financial aid
- General mistreatment
- Mentoring
- Privacy of student educational records
- Privacy of student health records
- Parking
- Research
- Security and safety
- Student health.

University policy strongly encourages students who believe they have a concern/grievance to use all appropriate avenues for informal resolution before initiating the formal grievance procedure. Students wishing to informally resolve an issue can contact Student Services or any other academic or administrative office on campus, which may appropriately handle said issue. If the office contacted cannot resolve the issue, they will refer the student to the appropriate office and provide the student with a specific faculty/staff member who can assist them.

Students cannot file a grievance contesting a final course grade, or a decision of a Student Progress Committee, or a decision of the Deans' Appeal Panel.

Should such an informal resolution be impossible, the student may pursue the following options if they wish to file a formal grievance.

Procedure

Grievances relating to sex discrimination, sexual harassment or sexual violence fall under the purview of Title IX and will be dealt with under separate procedures. Reports of other forms of discrimination are reviewed under the Anti-Discrimination policy. For further details on the basis for these kinds of grievances see those policies.

All other formal grievances should be submitted in writing to the Office of the Provost, unless otherwise stated in an applicable University policy. The provost, acting in their professional capacity will review all formal grievances, with the goal of attempting to resolve the matter.

Students submitting a formal grievance to the Provost should be as specific as possible regarding the action that precipitated the grievance:

- Date
- Location
- Individuals involved (including witnesses)
- Summary of the incident
- Efforts made to settle the matter informally
- Remedy sought.

Except as noted above or as otherwise stated in the University's policies, grievances about other students' conduct will be evaluated and investigated in accordance with the Student Discipline Procedures. For grievances about employee conduct or decisions, will be reviewed under the most applicable policy, typically with some involvement or decision making by Human Resources and/or applicable supervisor(s). If deemed necessary, the issue may also be referred to other appropriate administrative leadership team member(s).

A record of all formal grievances, including written findings of fact and any transcripts or audio recordings made under Student Disciplinary Procedures processes, will be kept on file in the Office of the Provost for applicable retention period(s). An annual report of formal student complaints will be provided to the leadership team by June 1 of each year. Reports will be provided to the leadership team on a more frequent basis if necessary. The University uses student complaints in its ongoing performance improvement process.