

Student Grievance Process

Recommendations

To manage the resolution of potential student-faculty grievances and appeals, the Distance Education Committee recommends that:

1. The 2007 *Pasadena City College Manual for Student Conduct Due Process and Dispute Resolution* (available in the Office of Student Services) be reviewed and **made accessible online**.
2. The *College Manual for Student Conduct, Due Process, and Dispute Resolution* should contain a flowchart of each procedural step including a general timeline for resolution (from complaint investigation to equitable solution).
3. The two different titles on the student complaint form should be reconciled and updated. Currently, a Student **Dispute Form** (2007 *Pasadena City College Manual for Student Conduct, Due Process, and Dispute Resolution*) and a similar Student **Grievance Form**, are both distributed by the Office of Student Services.
4. The student grievance process may be completed online.

NOTE: The appendices are not attached here. They are unchanged from the previous version of recommendation.