



NOT TO BE USED FOR  
GRADE CHANGES

STUDENT CONFLICT RESOLUTION FORM

1. Student picks up form from the Department Chair’s office.
2. Student must **complete** and **submit** form to the department office.
3. Department Chair will contact the student within two (2) working days (M-F).
4. If necessary, a meeting with the department chair, instructor, and the student will be scheduled to discuss the issue. The department chair will schedule and convene the meeting. ***If issue is resolved, no further action is taken.***
5. If issue remains unresolved, the matter is then forwarded to the Ombudsman. Within seven (7) business days, the student will be contacted by the Ombudsman toward setting up a meeting with the student, the department chair and the instructor to resolve the issue.

Student Name: \_\_\_\_\_ Student ID Number \_\_\_\_\_

Student Contact Number: \_\_\_\_\_ Semester: \_\_\_\_\_ Year: \_\_\_\_\_

Section #: \_\_\_\_\_ Class Title: \_\_\_\_\_

Email address (if available): \_\_\_\_\_

Instructor Name: \_\_\_\_\_

State your concern (If additional pages are required, please attach):

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Student signature \_\_\_\_\_ Date \_\_\_\_\_

**Please note: Signature does not mean that you agree with the decision.  
(over)**

**Student/Instructor Conflict Resolution Quick Reference Flow Chart**

Incident	Referred to	Appropriate Documents for Action
<p><b>Student Complaint:</b> Issue regarding student-to-instructor conflict within the classroom; for example:</p> <p>a) Disagreement with <u>current</u> grades received within course.</p> <p>b) Student has not received a syllabus for the course.</p>	<ul style="list-style-type: none"> <li>• Department Chair of the area for resolution.</li> <li>• If issue is not resolved, process moves to area Dean of Academic Affairs and Workforce Development – (AAWD).</li> <li>• If student issue is still not resolved, copies of the written complaint are given to the student and the original copies with appropriate signatures are forwarded to the Campus Ombudsman.</li> </ul>	<p>Student Conflict Resolution (green) form should be completed and the appropriate signatures must be present prior to the meeting with the Ombudsman.</p>
<p>Student complaints regarding <u>final</u> grade received in course.</p>	<ul style="list-style-type: none"> <li>• You confer with instructor. There is no need to complete a Conflict Resolution form.</li> <li>• If an agreement cannot be reached, student must go to Admission &amp; Records to complete a "Petition for Grade Change" form.</li> </ul>	<p>Admissions &amp; Records staff forwards completed form to instructor of record for required action and processing.</p> <p>If petition is denied by instructor, you may submit a Request for Assistance E-55 Form 1. This form can be picked up at the (AAWD) Office in Juniper Hall, 5<sup>th</sup> floor; room ST-519. The Campus Ombudsman will provide additional assistance once the E-55 form is completed.</p>
<p>Discrimination or Harassment issues</p>	<ul style="list-style-type: none"> <li>• Campus Ombudsman – Juniper Hall; ST-517; (AAWD) department.</li> </ul>	<p>You go to Juniper Hall; ST-517 (5<sup>th</sup> floor) to briefly meet with the Ombudsman. Then student is then referred to the District Director, Diversity &amp; Compliance Office to file the complaint.</p>

***(This section to be completed by Department Chair)***

After the meeting, the issue was resolved. How was the issue resolved? **(Documentation stays within the Department).**

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After the meeting, the issue **was not** resolved. **Department Chair** explains why issue remains unresolved and forwards form to the Ombudsman.

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Instructor signature (not required) \_\_\_\_\_ Date \_\_\_\_\_

Department Chair signature \_\_\_\_\_ Date \_\_\_\_\_

Received by Ombudsman Date \_\_\_\_\_