

# **MOUNT VERNON NAZARENE UNIVERSITY**

## **Student Complaint Log Policy**

### **How to File a Complaint**

*Pursuant to 34 CFR § 668.43(b) (Code of Federal Regulations), an institution of higher education must “provide students . . . with contact information for filing complaints with*

## **A. Issues related to academic affairs or other matters involving student grievances**

### ***Excessive Unexcused Absence Policy***

During the fall or spring semester, students having more than an equivalent of two (2) weeks of unexcused absences in a semester-long in-seat or online course will be notified that administrative withdrawal from the course is imminent, pending immediate communication from the student with the professor. If the student is administratively withdrawn from a course:

The student will receive a grade of W for the course if it occurs before the end of the last day to withdraw from a course in a term. Financial aid may be affected, and housing may be in jeopardy if the student is living on campus. The student will receive a grade of X after the last day to withdraw from a course in a term, and up to the last three calendar weeks of the term. Housing may be in jeopardy if the student is living on campus.

For more information regarding this policy see <https://mvnu.smartcatalogiq.com/en/2022-2023/catalog/academic-regulations-and-procedures-traditional/class-attendance/excessive-unexcused-absences/>.

### ***Academic Standing Policy***

Academic standing is determined after final grades are submitted at the end of the fall and spring semesters. In some instances, academic standing may be reviewed for work completed between traditional fall and spring terms. Students are expected to be in Good Academic Standing, which is defined as maintaining a minimum *cumulative* GPA of 2.00.

Initial dismissals are for one full semester (excluding summer terms). Subsequent dismissals are for one full academic year. Dismissals may be appealed. Information about the appeal process is included with the dismissal letter. After the dismissal period is served, the student may apply for reinstatement. A completed Application for Readmission must reach the Admissions Office at least six weeks prior to the semester for which readmission is requested.

For further details see <https://mvnu.smartcatalogiq.com/en/2022-2023/catalog/academic-regulations-and-procedures-traditional/class-attendance/excessive-unexcused-absences/>.

### ***Grade Appeals***

1. When a student has a question about a course grade, they must first seek resolution with the course instructor.
2. If a satisfactory resolution cannot be reached, the student may request that the matter be reviewed by the department chair no later than 30



during the investigation, decision process and appeal process. Please see the catalog for the full policy and procedures at <https://mvnu.smartcatalogiq.com/en/2022-2023/catalog/academic-regulations-and-procedures-traditional/academic-integrity/>.

**C. Student accessibility services & accommodations**

It is the policy of MVNU that no qualified persons with disabilities shall, on the basis of

## **G. Issues related to student life affairs**

Complaints concerning Student Life services may be initiated by pursuing any of the following options: (1) the student may discuss their complaint directly with the responsible staff member (e.g., RA or RD)

