

to. No student may be awarded a degree or diploma from Midstate College without a cumulative grade point average of at least 2.0. [See Satisfactory Academic Progress]

## STUDENT GRIEVANCES

A dispute is most effectively handled and resolved by those closest to the problem, having the best understanding of the issues, and having the ability to formulate a mutually acceptable resolution. Therefore, it is in the best interest of the student to resolve disputes through open and cooperative dialogue. Students expressing a grievance about the application of college policy, academic or non-academic, should attempt to seek informal resolution of the matter with the faculty or staff member involved, following that with the immediate supervisor of the faculty/staff member if necessary. If such informal procedures do not affect an equitable resolution of the matter, the student may submit a formal grievance form (located on the College's website or in the front office). At all levels, all reasonable efforts must be made to maintain confidentiality.

A formal grievance will be submitted in writing to the Director of Student Affairs. Once the written complaint has been received, the student will be immediately contacted by the Director of Student Affairs to secure all information and discuss the concern. The Director of Student Affairs will also contact the staff/faculty member(s) directly involved and attempt to reach a solution. The Director of Student Affairs will treat the complaint as high priority and will follow up with the student within one week. If a suitable remedy for the grievance cannot be reached, the Director of Student Success will be brought in to intervene and seek a resolution. If at those two levels an equitable agreement cannot be reached, a subcommittee consisting of the Director of Student Success, the Dean of Academics, the Department Director, and randomly selected, impartial faculty member(s) will be formed to determine a resolution. The committee decision will be final. The Director of Student Affairs will keep a log of all formal complaints.

## GRADUATION

All candidates for graduation must complete the minimum requirements as stated in their program. Transfer students must earn one-third of their quarter hours from Midstate College. Transfer students must complete their last term in residence to receive a degree from this institution, and all transfer and PLA credit must be applied before a student's final term. Any exceptions to this policy must be approved by the Director of Student Success.

Students enrolled in a degree program must complete the stated number of hours required by the curriculum. To be eligible for graduation, students must have a cumulative grade point average of 2.0 and complete all requirements