

ACADEMIC POLICIES

ACADEMIC GRIEVANCE PROCEDURE

Objective

To create and sustain an academic environment that permits students to freely express concerns or reveal complaints about their education and the educational process and to have their concerns and complaints addressed swiftly and forthrightly.

Statement

Students enrolled at Jackson State University may register a concern or complaint about any academic regulation, the instructional program, delivery of the program, grades received, the academic advisement system, or any other matter related to academic affairs, without any adverse action for expressing the concern or filing the complaint. Concerns and complaints will be received, explored or investigated, and responded to in a fair and timely fashion, though students should understand that the final response by the University may not always be the response they prefer.

Procedures

Students should follow the proper chain of command when an academic concern arises. The proper chain of command is as follows:

1. Student shall discuss his or her concern with the academic advisor.
2. If the matter was not resolved through the academic adviser, the student may proceed by submitting the concern to the chair of the department.
3. If the Chair of the department has not resolved the student's issue or concern, the student may submit the Dean of the academic college.
4. If the advisor, Chair, or Academic Dean has not resolved the student's issue or concern, the student should contact the Academic Ombuds at 601-979-2244. The Academic Ombuds will respond accordingly and will forward severe issues of concern to the Provost Office for review.

As it relates to academic concerns, such as academic dishonesty or plagiarism, the respective faculty member(s) are expected to submit the complaint to Academic Affairs by contacting 601-979-2244. All academic complaints will be reviewed through Academic Affairs. All behavioral classroom concerns are expected to be reported to Public Safety by contacting 601-979-2580, which in turn will be submitted to Student Affairs for review.

Classroom Concerns or Complaints

(e.g. grades received; improper dismissals; unprofessional behavior)

- Student discusses concern or complaint with the instructor.
- Instructor provides a response (allow up to 5 days if investigation is required).
- Complaints unresolved by the instructor or for which the response is unacceptable must be described in writing by the student and submitted to the department chair.
- The chair properly logs and investigates the matter and provides a written response to the student within ten days.
- Issues that are still unresolved must be submitted by the student to the school/college dean.
- The dean provides the final written response within ten days, which may be done with committee input and/or in consultation with higher level administrators.

Other Academic Concerns or Complaints (e.g. academic advisement or academic regulations)

- Student discusses the concern or complaint with the academic advisor.
- The advisor provides a response (allow up to 5 days if an investigation is needed), or refers it to the appropriate official/body, e.g. department chair or Academic Standards Committee, for response within 20 days. The appropriate official/body returns the response to the advisor and the advisor returns it to the student.
- Unresolved concerns or complaints must be submitted in writing by the student to the school/college Dean.
- The school/college dean provides a written response within ten days, which may be done with committee input and/or in consultation with the Provost.

If the complaint remains, the student will submit it to the Provost for a final response.

NOTE: Academic complaints dating back more than a semester generally will not be investigated.

ACADEMIC RECORDS POLICY

Jackson State University maintains a permanent academic record for each student enrolled. The permanent academic record contains those grades received from course work completed at the University, along with any transfer of courses and credits from any other accredited institution of higher learning that is used by Jackson State University to fulfill the degree requirements. All records are confidential. Academic records are considered property of the University. Opportunities are provided for students to inspect and to control the release of information contained in their records in accordance with the Family Educational Rights and Privacy Act (FERPA) of 1974.

The purpose of FERPA is to afford certain rights to students concerning their education records. The primary rights afforded are the right to inspect and review the education records, the right to seek to have the records amended, and the right to have some control over the disclosure of information from those records. The Act applies to all education records maintained by the University, which are directly related to a student. Records containing a student's name, social security number, or other personally identifiable information are protected by FERPA.

The student must make a written request to have the academic record released. The academic record is generated and printed on transcript security paper, which prevents duplicating or printing an official copy outside the Records Office. A nominal charge is assessed for the reproduction and distribution of a personal and/or official copy of the transcript.

CLASS ATTENDANCE POLICY

OBJECTIVE

To ensure that students attend all class sessions and activities, except in cases of extreme cause, to maximize their learning from the quality instructional experience afforded at the University.

STATEMENT

Students at Jackson State University must fully commit themselves to their program of study. One hundred percent (100%) punctual class attendance is expected of all students in all scheduled classes and activities. Instructors keep attendance records and any absence for which a student does not provide written official excuse is counted as an unexcused absence. Students must understand that even with an