



1801 E. Cotati Avenue
Rohnert Park, CA 94928-3609

707.664-2394
www.sonoma.edu/exed

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Contact Office: School of Extended and International Education

SEIE Grade Appeals and Grievances Resolution Procedure

Preamble

Those students who are standing can use the University policy. The full university policy is at the following website: http://www.sonoma.edu/UAffairs/policies/student_grievance.htm.

For those defined as non-standing, an informal resolution is preferable to a formal, negotiated resolution. An informal resolution is one in which the student resolves the issue with the faculty member involved directly.

In the case an informal resolution is not possible, these procedures provide students with an impartial review of an action and ensure that the rights of students are properly recognized and protected.

I. Resolution

A. Informal Resolution

- a. The Student Grievance process relies on the good faith of all involved to achieve a reasonable resolution. Any student who believes he/she has grounds for a grievance shall make an attempt in good faith to resolve the problem through early informal discussion of the matter with the academic, administrative, or staff member directly involved.

B. Formal Resolution

- a. Students filing a grievance through SEIE will submit a written statement of grievance to the SEIE Dean's Office for review by a 3-person panel.
- b. Students must submit all materials germane to the grievance claim to the SEIE Dean's office, with a cover letter explaining why the informal resolution process failed.
- c. The panel consists of the following three persons:
 - i. SEIE Dean;
 - ii. SEIE Director of Degree Programs; and



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- iii. A faculty person appointed by the University's Dispute Resolution Board (DRB) as a liaison between that body and SEIE.
- d. The decision of this SEIE DRB is binding and final
- e. The burden of proof is on the student in all cases.

Please contact SEIE at 707-664-2394 or at extedcu@sonoma.edu to set up an appointment or for questions.

Sincerely,

A handwritten signature in cursive script, appearing to read "Robert Eyler".

Robert Eyler, Ph.D.
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