



## Standard Operating Procedure

**Procedure Title:** Administrative Appeals

**Procedure #:** RO.029

**Revision #:** 003

**Unit Responsible:** Registrar's Office

**Individual Responsible:** Registrar

**Effective Date:** 02/16/2024

**Initial Approval Date:** 04/19/2019

**Last Review/Update Date:** 02/16/2024

**Next Review Date:** 02/2027

**\*Does this procedure support a Board Policy? Yes**

**If yes, identify:** [3.020-Academic Due Process](#)

Board policies can be found at: [LCC Board of Trustees Policy Page](#)

**\*Does this procedure support HLC criteria? Yes**

**If yes, identify:** [3A, 3B, 4A, 4B](#)

HLC Criteria can be found at: [HLC Accreditation Criteria](#)

**\*Does this procedure support a State or Federal Regulation? No**

**If yes, identify:** n/a

**\*Note:** Standard Operating Procedures should be in furtherance of some LCC policy and/or accreditation criteria, even if the relationship is not direct. Assistance in determining this information can be obtained from the Academic Procedure Advisory Committee (APAC) and/or the Accreditation Liaison Officer.



## **Administrative Appeals, BP 3.020**

### **1. Purpose**

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To provide students who experience an emergency situation, unexpected event, or administrative error an avenue to submit an administrative appeal to request an amendment to their academic record that is appropriate to the student's circumstantial need(s).

### **2. Scope**

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Applies to all Lansing Community College (LCC) students, as well as Registrar's Office staff and Student Affairs Division Office involved with appeals.

### **3. Prerequisites**

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Administrative Appeals can be filed in relation to the following situations:

- Administrative Error – College personnel or technology did not follow established policy/procedures, which negatively affected the student's choices or outcome.
- Emergency Situation – An emergency life situation beyond the student's control prevented the student from successfully completing courses.
- Unexpected Event – An unexpected event or information prevented the student from taking appropriate action before a deadline.

The student is required to provide supporting documentation. Supporting documentation could include, but is not limited to, copies of emails, My Academic Pathways (MAPs), and/or D2L communications.

Appeals requested for medical or mental health reasons must include information obtained from a healthcare professional. This information must be submitted on the provider's letterhead along with this form, and must include the following:

- Healthcare Professional's Name
- Contact Information
- Signature
- Date of onset and duration of illness
- Problem/Issue/Diagnosis
- Date the student was/will be capable of resuming academic studies

#### **4. Responsibilities**

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Registrar (or designee) – Responsible for the oversight of the first level of the Administrative Appeal process.

Dean of Student Affairs (or designee) – Responsible for the oversight of the administrative appeal committee/final appellate level process.

Student – Responsible for submitting form and supporting documentation.

#### **5. Procedure**

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1. The student submits the appeal located on the [LCC Student Appeals & Complaints](#) webpage within the specified deadlines:
  - (a) Fall – March 15
  - (b) Spring – August 15
  - (c) Summer – November 15
2. The Registrar's Office will evaluate the appeal and accompanying documentation.
3. The Registrar's Office will approve or deny the appeal.
4. The Registrar's Office will communicate the decision in writing within 20 business days of the date that the appeal was submitted.
5. The student will have 10 business days from the date of the letter to appeal the decision of the Registrar.
6. If the student requests the appeal be reviewed by the committee, the Student Affairs Division Office will forward the information to the appellate level committee.
7. The appellate level committee will review the appeal within 30 business days and notify the student in writing of the result of the appeal. The decision from the appellate level committee is considered final.

#### **6. Reference**

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The final decision will be one of the following:

- a) Removal of grade with full refund, includes tuition and fees
- b) 50% refund of tuition only
- c) Withdrawal (W) grade with no refund
- d) Denial – no changes

#### **7. Definitions**

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n/a