



## **Administrative Appeals, BP 3.002**

### **1. Purpose**

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Lansing Community College (LCC) recognizes that students may experience mitigating circumstances outside of their control that results in negative outcomes on their academic or financial record. Therefore, students may submit an administrative appeal to request an exception to college policy regarding refund deadlines, procedures, and/or tuition cancellation.

### **2. Scope**

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This procedure applies to all 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:

- College 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.
- Understandable Misinformation - For an understandable reason, the student did not know about or misinterpreted a college policy or procedure and, as a result, took an action that resulted in a negative consequence.
- Residency Error - All appeals for retroactive awarding of in-district residency status and refund of excess charges.

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

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

#### **5. Procedure**

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1. The student submits the appeal located on the [LCC Student Appeals & Complaints](#) webpage.
2. The Registrar's Office will evaluate the appeal for approval or denial.
3. The Registrar's Office will communicate the decision in writing within twenty (20) business days of the date that the appeal was submitted.
4. The student will have ten (10) business days from the date of the letter to appeal the decision of the Registrar and request that the appeal be reviewed by the Administrative Appeals Committee.
5. If the student requests the appeal to be reviewed by the committee, the Student Affairs Division Office will forward the information over to the Administrative Appeals Committee.
6. The Administrative Appeals Committee will review the appeal within thirty (30) business days and notify the student in writing of the result of the appeal. The decision from the Administrative Appeals Committee is considered final.

#### **6. Reference**

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n/a

#### **7. Definitions**

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n/a



## Standard Operating Procedure

**Procedure Title:** Administrative Appeals

**Procedure #:** SA.001

**Revision #:** 003

**Unit Responsible:** Registrar's Office

**Individual Responsible:** Registrar

**Effective Date:** 09/16/2022

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

**Last Review/Update Date:** 09/16/2022

**Next Review Date:** 09/01/2025

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

**If yes, identify:** [3.002-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.