BBA Student Escalation Process

Effective August 17, 2019

1st Step

• The student should schedule an appointment with the course professor one-on-one. The request should be sent via GHC e-mail; however, the meeting will be conducted face-to-face. Both the student and the professor will sign-off on the resolution.

• The course professor is responsible for documenting the concern and submitting it to file and courtesy copying the Division Chair and the student. Included will be both the concern, the resolution and an explanation of how the concern was addressed.

2nd Step

• If concern continues after two weeks of initial escalation, the student will be responsible for scheduling a face-to-face meeting with both the professor and the Division Chair. The request should be sent via GHC e-mail. The student must provide valid academic proof that an issue exists, and that concern is not a result of a personality conflict or personal disagreement.

• The course professor and Division Chair will be responsible for reviewing the course syllabus for continuity and will discuss why/how the course professor reached the initial resolution.

• All information will be presented to the student face-to-face in a non-combative manner. The student, professor, and Division Chair will sign off on the resolution.

3rd Step

• If the student feels their concern was not resolved to their satisfaction, the student should request a face-to-face meeting with both the professor, the Division Chair and the Academic Dean. The request will be sent via GHC e-mail. The student must provide evidence that previous escalation attempts have not corrected the addressed concern

• The student, professor, Division Chair and Academic Dean will sign off on the resolution.

4th & Final Step

• If the student’s concern has not been resolved after meeting with the Academic Dean, a meeting should be scheduled between the student, Academic Dean and Vice President of Academic Affairs (VPAA). The request should be sent via GHC e-mail. The student should produce evident that previous escalation attempts have not corrected their concern

• The Vice President of Academic Affairs will review all documentation and make a final decision to resolve the concern. The VPAA’s decision will close the escalation process.

• All involved parties will sign off on the VPAA’s decision.

I, ________________________________ understand and agree to follow the Georgia Highlands College Bachelor of Business Escalation Process.

Signed: ___________________________ Date: ______________________