



Lansing Community College - Standard Operating Procedure

SOP Name: Administrative Appeals

SOP #: SA.001

Name of Committee: Academic Procedure Advisory Committee

Individual Responsible for SOP: Registrar's Office

Effective Date: Fall 2019

Initial Approval Date: April 19, 2019

Last Review/Update Date: June 28, 2019

Next Review Date: June 1, 2022

***Does this procedure support a Board Policy or a College Operating Policy? Yes**
If yes, identify: [Board Policy 3.002 – Academic Due Process](#)

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

***Does this procedure support HLC criteria? e.g., Yes**
If yes, identify: e.g. Criteria [3A, 3B, 4A, 4B](#)

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

***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.**

Standard Operating Procedure:

1. *Purpose*

Lansing Community College 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*

This procedure applies to all Lansing Community College students.

3. *Essential Information*

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.
- **Resumption of Studies** - The student made a serious mistake or encountered difficult life circumstances that resulted in failure in college. Now that the student has overcome the mistake or circumstances, they are asking for removal of outstanding financial charges in order to restart their studies.
- **Residency Error** - All appeals for retroactive awarding of in-district residency status and refund of excess charges.

The student is **required** to provide supporting documentations. 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

Registrar (or his/her designee) – responsible for the oversight of the first level of the Administrative Appeal process

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

5. Procedure

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.