STUDENTS’ PROBLEM RESOLUTION PROCESS
Reference: AP5530

Conflict and miscommunication are, unfortunately, a fact of life. Choosing how we deal with difficult issues becomes a personal choice we all must make.

In the educational environment, there are also times when a student and a college employee (faculty/teacher/instructor, support staff, or administrator) may have a problem or issue which needs some clarification and resolution. Therefore, Gavilan College has a procedure to help students address problems and work on solutions that hopefully benefit all the people involved.

The following process for resolving issues is called THE STUDENTS’ PROBLEM RESOLUTION PROCESS and applies to specific situations on campus.

There are also times when the students’ attempt to resolve problems must follow laws determined by the Federal Office of Civil Rights. These situations include alleged discrimination or harassment around race/ethnicity, sexual harassment, disability, religion, gender, color, national origin and age. If you feel you have experienced discrimination based upon any of these actions, you must follow a separate procedure available from the Gavilan College affirmative action officer. Consult with the staff at the office of the Vice President of Administrative Services located in HR 101.

The areas covered by the STUDENTS’ PROBLEM RESOLUTION PROCESS can include an issue with a grade (within Education Code 76224 limitations), poor communication or negative behavior between you and a staff member, etc. We encourage you to speak with a counselor for assistance in clarifying your issues and understanding the correct process to follow.

If your problem is with a faculty member, you need to be aware of the concept and rights surrounding “academic freedom.”

ACADEMIC FREEDOM

It shall be the policy of the college to maintain and encourage full freedom for its faculty, to teach, research and pursue knowledge subject to the applicable provisions of law.

In the exercise of this freedom the faculty member may, as provided in the U.S. and California Constitutions and other applicable laws, discuss his/her own subject or area of competence in the classroom, as well as any other relevant matters, including controversial matters, so long as she/he distinguishes between personal opinions and factual information.

Faculty shall be free from unlawful harassment or from unlawful interference or restrictions based on political views.