

2. Administrative sanctions resulting in disciplinary suspension or expulsion can be appealed through the Student Discipline Procedures. (Student Discipline Procedures, AP5520) (Education Code 66017).

Student-to-Student Mediation

Mediation services will provide students with an opportunity to problem-solve together in a safe environment. Trained student mediators will work with two or more students who are in conflict to reach mutually agreeable solutions. Mediation services are free and confidential.

Students wishing to become mediators can register for Introduction to Conflict Resolution (Psychology 6).

To obtain mediation services, contact the Counseling Department at 408-848-4723.

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.

Faculty shall be free from any and all forms of electronic or other listening or recording devices, except with his/her express and non-continuing consent, except where allowed otherwise by law.

The Board shall not unlawfully inquire into, nor predicate any adverse action upon a faculty member's personal, political or organizational activities or preferences.

The Board shall not interfere with a faculty member's freedom of speech or use of materials in any teaching assignment, except as allowed by law.

The intent is to allow those activities protected by constitutional freedom of speech and other forms of academic freedom protected by the laws of the State of California and the laws of the United States. (From the Gavilan College Faculty Contract, Article VII, Academic Freedom.)

The college also recognizes and understands the hesitation you may feel when considering addressing a problem with an instructor. You may fear that your grade in the class may suffer, you may later need to take another course from this instructor, or that "nothing will change, so why bother?"

Because of these perceptions, you may sometimes think it is not worth trying to clear up a misunderstanding or resolve a conflict. We hope that you do try to resolve any problems, as unresolved issues take energy away from other aspects of your life.

The basic premise of any problem-solving is that you must discuss the problem with the person who is directly involved. Although this is sometimes difficult, it is the best way to resolve a problem.

This PROBLEM RESOLUTION PROCESS also requires this first step.

Preparation for your problem-solving session includes asking yourself the following:

1. What was the specific behavior with which I have a problem?
2. How did this behavior make me feel?
3. What specific actions do I want to see as part of a possible resolution?

Too frequently our emotional reactions to an incident cloud the actual behavior to which we are reacting. These common reactions can also prevent us from clearly stating what we would like to have happen as a resolution.

You can work on identifying the problem alone or work through it with a counselor, staff member or friend. This preliminary thinking should help you present your concerns in a clear and concise manner.

Steps for Students' Problem Resolution Process: