

# STUDENT POLICIES

## CHANGE OF ADDRESS

A student who, after registration, changes his or her home address or telephone number, is expected to notify the Office of Admissions and Records immediately. The student will be held responsible for any communication from the college sent to the address or telephone number last given and may not use the fact that the communication was not received at the current address or the telephone number to avoid penalties or responsibilities to the College.

To change a student address or telephone number, the student should log into Self Service at [selfservice.navarrocollege.edu](http://selfservice.navarrocollege.edu) or click on [Update Student Info form](#).

## HOLD ON STUDENT RECORDS

Grades and transcripts will not be released if the student has a “hold” on his/her records. Holds may be placed on a student’s record for failure to meet admission requirements, for financial reasons (returned checks, overdue loans, etc.), a financial aid hold, for materials overdue at the library, or for other reasons deemed necessary by the college. These holds can be released only after the cause of the hold has been satisfactorily cleared.

## RESIDENCY REQUIREMENTS

In order for a student to be classified as an in-state resident for tuition purposes, the student must have created a domicile in Texas and resided in Texas the 12 months immediately preceding registration at a Texas public institution. Specific information about state residency requirements can be obtained from the Office of Admissions and Records. The Board of Trustees of Navarro College has authorized the waiver of the difference in the rate of tuition for nonresident and resident students for a person, or his or her dependents, who own property that is subject to ad valorem taxation by the district. The person, or his or her dependents, applying for such a waiver shall verify property ownership by presentation of an ad valorem tax statement or receipt issued by the tax office of the district; or by presentation of a deed, property closing statement, or other appropriate evidence of ownership of property that is subject to ad valorem taxation by the district. Based on SB 1528, a student who enters a Texas institution of higher education is classified as a resident of Texas if he or she:

1. Attended a Texas public or private high school;
2. Graduated from the high school or received the equivalent of a high school degree in Texas;
3. Resided in Texas for at least three (3) consecutive years as of the date he/she graduated from high school or received the equivalent of a high school degree;
4. Provides his/her college an affidavit that he or she intends to file an application to become a permanent resident of the United States at the earliest opportunity the individual is eligible to do so.

## RESOLUTION OF DISPUTES CONCERNING TRANSFER COURSES

Navarro College follows policy outlined in Texas Public Education Code §4.27 for the resolution of transfer courses:

1. The following procedures shall be followed by institutions of higher education in the resolution of credit transfer disputes involving lower-division courses:
  - a. If an institution of higher education does not accept course credit earned by a student at another institution of higher education, the receiving institution shall give written notice to the student and to the sending institution that transfer of the course credit is denied, and shall include in that notice the reasons for denying the credit. Attached to the written notice shall be the procedures for resolution of transfer disputes for lower-division courses as outlined in this section, accompanied by clear instructions outlining the procedure for appealing the decision to the Commissioner.
  - b. A student who receives notice as specified in paragraph (1) of this subsection may dispute the denial of credit by contacting a designated official at either the sending or the receiving institution.
  - c. The two institutions and the student shall attempt to resolve the transfer of the course credit in accordance with Board rules and guidelines.
  - d. If the transfer dispute is not resolved to the satisfaction of the student or the sending institution within 45 days after the date the student received written notice of denial, the sending institution may notify the Commissioner in writing of the request for transfer dispute resolution, and the institution that denies the course credit for transfer shall notify the Commissioner in writing of its denial and the reasons for the denial.
2. The Commissioner or the Commissioner’s designee shall make the final determination about a dispute concerning the transfer of course credit and give written notice of the determination to the involved student and institutions.
3. Each institution of higher education shall publish in its course catalogs the procedures specified in subsections (a), (b), (d), and (e) of this section.
4. The Board shall collect data on the types of transfer disputes that are reported and the disposition of each case that is considered by the Commissioner or the Commissioner’s designee.
5. If a receiving institution has cause to believe that a course being presented by a student for transfer from another school is not of an acceptable level of quality, it should first contact the sending institution and attempt to resolve the problem. In the event that the two institutions are unable to come to a satisfactory resolution, the receiving institution may notify the Commissioner, who may investigate the course. If its quality is found to be unacceptable, the Board may discontinue funding for the course.

Source Note: The provisions of this §4.27 adopted to be effective May 27, 2003, 28 TexReg 4109

Students needing assistance with the resolution of transfer courses under this policy are advised to contact the office of the Executive Dean of Academic Studies.

## SETTLEMENT OF OBLIGATIONS

Students who do not pay or make satisfactory arrangements to pay their account, will have their schedules removed. Students who do not pay, or make satisfactory arrangements, to pay all financial obligations to the college may have their course credits and grades withheld. Transcripts will not be released and a student will not be allowed to register for classes. No degree or certificate will be awarded until all financial obligations are settled. The term "financial obligations" shall include the return of all properties of the college on student assignment including library books.

## STUDENT CONDUCT

Navarro College administration grants the student as much freedom as is compatible with the ordinary rules of society governing proper conduct. Disciplinary regulations are, therefore, kept to a minimum and are listed in the [Student Handbook](#), which may be found on the Navarro College website. Students are responsible for obtaining, reading, understanding, and abiding by the guidelines in the [Student Handbook](#).

## STUDENT GRIEVANCE PROCEDURES

Navarro College provides all student and administrative services on a non-discriminatory basis. These services are provided without regard to sex, sexual orientation, color, race, national origin, age, and handicap. With this in mind, a student grievance may encompass any dissatisfaction, complaint, or perceived injustice a person may have while associated with the college, as a current, **prospective, or past student**.

### INITIAL CONFLICT PROTOCOL

A student grievance may result from academic experiences, non-academic matters involving administrators, staff, or student organizations, or matters related to perceived discrimination based on sex, color, race, national origin, age, or handicap. Any student who believes he/she has been discriminated against by college personnel for any reason, including discrimination on the basis of sex, color, national origin, age, or handicap, has the right to expect due diligence and should contact the office of the Vice President of Student Services within ten business days of the initial concern to file a Student Discrimination Grievance. A student who works either part-time or full-time for the College and whose grievance is based on a concern involving his/her employment may contact the Human Resources Office; however, all complaints of student discrimination, harassment, assault or retaliation should be submitted in writing to the Vice President of Student Services. (See Board Policies, Sections DFD and FFE on Sexual Misconduct).

All complainants should attempt first to resolve the issues where they arise and with appropriate parties involved. Chain of command protocol should be followed beginning with the staff person with whom the issue lies; if the problem is not resolved, the appropriate supervisor should be contacted next and, if needed, followed with subsequent reporting levels of administration. The only exceptions to this rule would be in response to a concern over safety (e.g., harassment, sexual misconduct/Title IX complaint). All staff should follow the Staff Protocol in Response to Student Grievances (below) in providing guidance to students.

## LEGAL COUNSEL

Legal counsel may be present with adequate notice (24 hours usually is sufficient to allow college counsel to be present) and is to be allowed only for the purpose of advising the student. Thus, all attorneys must remain outside the hearing room. The student and the College representative each may request one 5-10 minute recess to consult with his/her attorney outside the hearing room. Legal counsel may not participate otherwise in a hearing at any level.

All *individual* student grievances should be resolved as follows:

### INSTRUCTIONAL COMPLAINT

A student who has a grievance related to a final course grade must follow the "Grade Challenge Policy" found in the Student Handbook and the Academic Catalog. Similarly, a student whose concern pertains to a closed program of study should follow the "Program of Study Dismissal" procedure. A student who may have a concern with an instructor, his/her instructional decision, and/or another instructional program matter should follow the "Student/Instructor Conflict Resolution" policy. These academic policies may be found under the section entitled "Student Academic Grievance" within the current Academic Catalog.

### NON-INSTRUCTIONAL COMPLAINT

A student with a grievance outside the classroom should pursue resolution through the course of action most appropriate to the department involved and as follows:

#### ADVISING / ADULT EDUCATION & LITERACY / LIBRARY / TUTORING

A student who has a grievance related to advising, Adult Education & Literacy, the library, or tutoring should first contact the director or dean for that department; if the problem is not resolved, the student may present the grievance to the Vice President of Academic Affairs.

#### STUDENT DISCIPLINE

Students who have a grievance related to discipline must follow the Disciplinary Appeal Procedures found in the current Student Handbook.

#### TITLE IX / SEXUAL MISCONDUCT

An individual with knowledge of a complaint or allegation of sexual misconduct committed by staff, a student, or other individual should contact the Title IX Coordinator or designee (see Board Policies, Sections DFD and FFE on Sexual Misconduct).

#### BULLDOG LIFE / CULTURE OF CARING / DISABILITY SERVICES / STUDENT LIFE / COUNSELING / STUDENT CONDUCT / TESTING / INTERNATIONAL SERVICES / TRIO

Students who have a grievance related to other student services (e.g., Bulldog Life, Culture of Caring, disability services, activities, clubs, counseling, student conduct, testing, international program services, or TRIO) should first contact the director of that department; if the problem is not resolved, the student may present the grievance in written form to the Vice President of Student Services.

**FINANCIAL AID/RESIDENCE LIFE/COMPUTER INFORMATION TECHNOLOGY/DINING SERVICES/BUSINESS OFFICE**

A grievance related to Financial Aid, Residence Life, Computer Information Technology, Dining Services, or the Business Office will be brought to the attention of the director of that department; if the problem is not resolved, the student may present the grievance in writing to the Vice President of Finance and Administration. The exception to this would be *conduct-related* acceptance or re-acceptance into Residence Life programming, in which case the appeal should follow the protocol referenced in the Residence Life manual with the option for final appeal to be submitted in writing to the Vice President of Student Services.

**ADMISSIONS/RECRUITING/MARKETING/INSTITUTIONAL RESEARCH**

Grievances related to Admissions, Recruiting, Marketing, or Institutional Research will be brought to the attention of the director of that department; if the problem is not resolved, the student may present the grievance in writing to the Vice President of Enrollment Management and Institutional Effectiveness. The exception to this would be *conduct-related* admissions or re-admissions decisions (e.g., transcript notations regarding conduct) which should be directed to the Vice President of Student Services and which may be reviewed by the Behavior Intervention Team; final appeal for a conduct-related decision may be sent in writing to the Vice President of Student Services.

**ATHLETICS**

A grievance related to athletics will be brought to the attention of the Head Coach. If the problem is not resolved, the student may present the grievance in writing to the Director of Athletics.

**BOOKSTORE / SCHOLARSHIPS / PHYSICAL PLANT/CAMPUS POLICE**

A grievance related to the bookstore, scholarships, the physical plant, campus police will be brought to the attention of the director of that department; if the problem is not resolved, the student may present the grievance in writing to the Vice President of Institutional Advancement and Operations.

**FINAL APPEAL**

In each of these areas, the decision of the appropriate vice president or athletic director is considered final and binding. In all grievances except in the case of Student Discrimination, the role of the District President is not to decide the case or appeal thereof, but merely to determine whether the administrative chain of command has adhered to Navarro College procedures.

**TIMELINE FOR FILING A GRIEVANCE**

In resolving a student grievance, timely reporting of the complaint is important and thus required at all levels. Unless stated otherwise within procedural guidelines, the appropriate timeframe for filing a written grievance should be within ten business days from the date in which the student is first aware or notified of the issue of concern. Written appeals to the next/ subsequent level of the process must be made within two business days of the student's receipt of the institution's appellate decision. Any earlier, more expedient timelines detailed within the appropriate Navarro College procedure (e.g., Residence Life Appeals) supersede these general timeline guidelines provided to maintain a safe and civil college environment. Additionally, exceptions to these deadlines may be made only at the discretion of the District President or the appropriate vice president.

**THECB COMPLAINT**

The Texas Higher Education Coordinating Board's (THECB) Student Complaint Procedure (19 TAC SS 1.110-1.120) requires that a student filing a complaint must do so in a timely manner and must exhaust all grievance and appeal procedures of the institution as described in the Navarro College Student Grievance Procedure PRIOR to filing a complaint at the following address: [StudentComplaints@THECB.state.tx.us](mailto:StudentComplaints@THECB.state.tx.us). URL for the Texas Secretary of State: <http://www.sos.texas.gov/index.html>.

**SACSCOC REGIONAL ACCREDITATION**

Additionally, the Southern Association of Colleges and Schools Commission on Colleges (SACSCOC) provides an option for grievances as part of its "Complaint Procedures against SACSCOC or its Accredited Institutions" and which can be utilized once the complainant has exhausted all grievance and appeal procedures of the institution as described in the Navarro College Student Grievance Procedure.

**PROGRAM-SPECIFIC ACCREDITATION ORGANIZATIONS**

In addition to general institutional accreditation under SACSCOC, individual departmental programs (including, but not limited to nursing, medical lab technology, occupational therapy assistant, physical therapy assistant, or cosmetology) may be associated with program-specific accreditation organizations with which a student may consult at any time. Contact information is provided for these program-specific accreditation organizations on the College's program-specific departmental website.

**STUDENT GRIEVANCE FORM**

Except in the case of safety (e.g., harassment/sexual misconduct/Title IX complaint), a student should first attempt to resolve the issue directly with the staff member of concern and if the student feels that this has not been successful, the student may contact the supervisor directly—either in person, by phone or email or by utilizing the Student Complaint/Grievance Form <https://www.navarrocollege.edu/support-services/grievance/index.html>.

**STUDENT FEEDBACK/SGA GENERAL ASSEMBLY**

Each semester the College solicits feedback on the College website to obtain concerns and suggestions regarding the improvement of college services. Students also may voice their ideas for improvement at regularly scheduled Student Government Association meetings on the Corsicana and Waxahachie campuses throughout the fall and spring semesters. However, for the individual student concerns or grievances, students should follow the grievance procedures detailed above. Additionally, with suggestions for improvement to specific programs, students may find it helpful to follow the same hierarchical chain as described above.

### STAFF PROTOCOL IN RESPONSE TO STUDENT GRIEVANCES

When a staff member is approached by a student with a grievance, the staff member should employ appropriate protocol. The student should be referred to either the current Navarro College Student Handbook or the current Navarro College Academic Catalog, specifically in reference to the appropriate section.

Additionally, staff may assist the student by referencing the following protocol: 1) polite communication with the staff member of concern, and 2) if not resolved, subsequent communication with the supervisory chain of command in successive order, except in the case of safety (e.g, harassment, sexual misconduct/Title IX complaint). Students should be instructed to follow up on the resolution of such matters in a timely matter as defined in the Student Grievance Procedures and to consult the current Navarro College Student Handbook and/or the office of the Vice President of Student Services for further, more specific information.

### RECORDS RETENTION

All administrators—directors, deans, and vice presidents—are expected to maintain thorough and appropriate records of student grievances in accordance with the State of Texas Records Retention Schedule, all federal requirements provided by the U.S. Department of Education, SACSCOC regional and program accreditation requirements, and applicable Navarro College policies and procedures.

## STUDENT RIGHTS AND RESPONSIBILITIES

Navarro College holds that the student, upon enrollment, neither loses the rights nor escapes the duties of a citizen. Enjoying great opportunities, at partial expense to the state of Texas, the student-citizen has a responsibility to him/herself, fellow students, to the law of the land, and the institution in which, by his/her own choice, he/she enrolls. In addition to the rights enjoyed by all citizens and residents, the rights afforded students by Navarro College include:

- The right to expect an education of the highest quality;
- The right to privacy for their college records (see the Navarro College Catalog, Family Educational Rights and Privacy Act);
- The right to see their records and, if necessary, challenge their accuracy;
- The right to know the graduation rates for fulltime certificate and degree-seeking students;
- The right to know the graduation rates of students on athletic scholarships;
- The right to know the number of criminal offenses (if any) that occurred on Navarro College campuses and were reported to campus officials or a police agency in the past year (the Jeanne Clery Act);
- The right to know the number of arrests, if any, for liquor law, drug abuse, and weapons violations committed on campus during the past year;
- The right to due process;
- The right to pursue grievances against instructors, administrators, or fellow students.

Students who are admitted to Navarro College and continue their enrollment are expected to conform to established rules and regulations of the college. Also, they are expected to have reasonable probability of success and adjustment to the social and educational climate of the college. Because some students have difficulty adjusting to the total college environment, students may be denied admission or readmission to Navarro College for reasons other than academic. Such reasons include, but are not limited to: (1) inappropriate conduct and behavior; (2) observable social or emotional characteristics that would cause resistance to the overall educational process of the college or would cause disruption of the social and academic environment; (3) disrespect for college personnel and other students; (4) harassment; (5) misrepresentation of factual information; and (6) inability to comply with college rules, regulations, and policies.

Denial of admission or readmission to Navarro College involves the exercise of judgment by college administrators; therefore, the denial process involves the systematic collection of available facts and information, which might include, but is not limited to, such areas as police, court or records of other public agencies; records or observations of a disciplinary nature from Navarro College and/or other educational institutions; observations and judgments of people of acquaintance; recommendations of counselors, psychologists or other professionals; observations and recommendations of supervisors or authorities; observations or judgments of law enforcement officers or other public authorities; results of commonly accepted test or other instruments; or any other source of available information relevant to making an assessment of the student's probable behavior.

## WITHDRAWAL FROM THE COLLEGE

Any student who voluntarily withdraws from all classes for which he/she is enrolled must fill out a complete withdrawal form available at the following link: [Application for Complete Withdrawal](#). The drop will be processed based on the date the completed form is received in the Office of Admissions and Records. The withdrawal will not be official until the form is signed by the student and clearance has been obtained from the offices noted on the form. Students who drop a class or withdraw from the College before the semester deadline will receive a grade of “W” (withdrawn) in each class dropped. The deadline for receiving a “W” is indicated on the academic calendar. See “Refund Policy” for possible refund eligibility.