

Procedure for Distance Education (Online) Students to Submit A Grievance

When a student has a grievance associated with an online class which cannot be settled with an instructor, the student is required to complete a formal grievance form and fax or forward by email to the departmental chair for remediation.

The grievance form is available through Academic Affairs (ph. 504.286.5325 or 504.286.5381). The form shows the various levels of review for resolution of the grievance. Vice Chancellor for Academic Affairs, if unable to resolve the conflict, will seek the recommendation of the Student Judicial/Grievance Committee. This is the same process used to resolve academic grievances for students who enroll in campus-based classes.

Students who wish to file a grievance can obtain the form by sending an email request to: SaNovatney@suno.edu in Academic Affairs.