

STUDENT APPEALS

Final Institutional Appeals

Students who are unable to resolve their complaint, grievance, or concern regarding decision findings through the Informal Complaints and Grievances Process (<https://lssc-public.courseleaf.com/college-policies-procedures/student-complaints-grievances/resolution-student-complaints-grievances-chart/>) may submit a written appeal to the Vice President of Enrollment & Student Affairs, or their designee, who must hear the appeal and render a final decision as outlined in LSSC Administrative Procedure 4.14 (https://www.lssc.edu/wp-content/uploads/PRO_4_14.pdf).

Student or student organizations have the right to appeal the final decision of the hearing officer in cases involving violations of the LSSC Student Code of Conduct (https://www.lssc.edu/wp-content/uploads/PRO_4-15.pdf) directly to the Vice President of Enrollment & Student Affairs, or their designee, who must hear the appeal and render a final decision. The Vice President of Enrollment & Student Affairs, or their designee, may not have directly participated in any other proceeding related to the charged violation.

Grounds for Appeal

The Vice President of Enrollment & Student Affairs will consider grievances against decisions or actions that were made by employees or agents of LSSC based on:

- **Procedural errors** - when published procedures were not followed and the error(s) egregiously violated the student's, club's or organization's rights.
- **Substantive errors** - when the evidence presented at the hearing was not sufficient to justify the decision reached or if the sanction(s) imposed is (are) unreasonably harsh based upon the circumstances of the case and the prior record of the student.
- **New evidence** - when information, existing at the time of the hearing, was not available or known to exist at the time of the hearing.

Appeals Governed by Other Procedures

A grievance related to a previously completed grievance process outlined in a separate LSSC Administrative procedure will be handled as follows:

- a. **Student grade appeals** are to be resolved according to LSSC Administrative Procedure 3-07 (https://www.lssc.edu/wp-content/uploads/PRO_3-07.pdf).
- b. **Discrimination complaints** are to be addressed according to LSSC Administrative Procedure 2-07 (https://www.lssc.edu/wp-content/uploads/PRO_2-07.pdf).

Student Administrative Appeals

LSSC Administrative Procedures 4-08 (https://www.lssc.edu/wp-content/uploads/PRO_4-08.pdf) and 4-07 (https://www.lssc.edu/wp-content/uploads/PRO_4-07.pdf) establish the guidelines for the student administrative appeals process. Students work with their Academic Advisor to determine whether their situation meets the required criteria, whether appropriate documentation is available to support the appeal, and whether the appeal is being submitted within the allowable timeframe for the specific appeal type.

An academic advisor can assist students throughout the appeal process by reviewing the claim, discussing their documentation and the submission requirements, and providing the appropriate link to submit the appeal. All communication related to the appeal process, including

appeal decisions, is conducted through the student's secure LSSC Lakehawk email account.

Student Administrative Appeals fall into the following five (5) categories:

1. Request for Late Withdrawal
2. Administrative Drop & Refund
3. Administrative Drop – No Refund (Dual Enrollment Students)
4. Waiver to Avoid Full Cost of Instruction – Third Attempt
5. Fourth Course Attempt

Academic Standing Appeals

LSSC Administrative Procedure 4-06 (https://www.lssc.edu/wp-content/uploads/PRO_4-06.pdf) establishes the guidelines governing Academic Suspension and Academic Dismissal. Students placed on Academic Suspension or Academic Dismissal are not eligible to register for classes at LSSC or apply for transient status during the applicable period.

Students seeking to return to LSSC following the completion of an Academic Suspension or Academic Dismissal period must submit an appeal to the Dean of Students or their designee. Students will work with their academic advisor to confirm appeal timelines, receive the appropriate appeal form link, and review eligibility requirements, including options for future appeals if the initial appeal is denied. All communication related to the appeal process, including appeal decisions, is conducted through the student's secure LSSC Lakehawk email account.

Dual Enrollment Policy Exception Appeals

Dual Enrollment articulation policies are outlined in the annual articulation agreements for Lake County Public Schools, Sumter County Public Schools, private & home schools, The Villages High School, and Pinecrest Lakes Academy.

Currently enrolled Dual Enrollment students who are seeking an exception to policy outlined in their applicable articulation agreement must initiate the appeal process with their high school guidance counselor and their LSSC Academic Advisor. Parties involved in the appeal review process may include the high school guidance counselor, the LSSC Academic Advisor, LSSC administration, and administration from applicable school district or private high school. Following the review, the LSSC Academic Advisor is responsible for notifying the student and ensuring that the College's student information systems are updated to reflect the appeal decision.