

APPEALS AND GRIEVANCES

Appeals

For Satisfactory Academic Progress (SAP) appeals, refer to the Satisfactory Academic Progress Standards (<https://catalog.purdueglobal.edu/policy-information/academic-standards/satisfactory-progress/>).

Grade Appeals

Grades on Assessments of Skills and Knowledge (ASKs) are final and do not qualify for the grade appeal process.

If you believe your grade on an assignment or course is unfair, is the result of a departure from the established grading policy, or is a clear mistake by the School/College, follow these steps first:

1. Review the course's grading rubrics and late policies, as these will often resolve confusion over how a grade was calculated.
2. Discuss the issue with your instructor. Provide your instructor with a clear explanation of why you believe the grade is inaccurate.

If these steps have not resolved the dispute and you wish to pursue an appeal of the instructor's decision, you must submit the Academic Appeal form on PG Campus (<https://campus.purdueglobal.edu/academic-appeal/>) to the Office of the Provost no later than 10 days after the end of the term in which you received the grade. Your appeal form should include a thorough explanation of why you believe your grade is inaccurate and any relevant documentation. The Academic Appeals Committee composed of faculty and academic administrators will review your case. Please allow up to three weeks from when your appeal was accepted to be notified of the Committee's decision.

If you disagree with the Academic Appeals Committee's decision, you may send a written letter of appeal to the Office of the Provost within 10 days of receiving the Committee's decision. The Office of the Provost will review the material presented and make a final ruling.

Academic Dishonesty Appeals

To dispute an academic dishonesty charge, you should first discuss the charge with your instructor, providing a thorough explanation and evidence of why you believe the charge to be inaccurate.

If the dispute is still unresolved and you wish to pursue an appeal of the academic dishonesty charge, you must submit the Academic Appeal form on PG Campus (<https://campus.purdueglobal.edu/academic-appeal/>) to the Office of the Provost within 10 days of the charge. Your appeal form should include an explanation and evidence to support your dispute. The Academic Appeals Committee composed of faculty and academic administrators will meet to review your case. Please allow up to three weeks from when your appeal was accepted to be notified of the Committee's decision.

If you disagree with the Academic Appeals Committee's decision, you may send a written letter of appeal to the Office of the Provost within 10 days of receiving the Committee's decision. The Office of the Provost will review the material presented and make a final ruling.

Code of Conduct Appeals

To dispute a Code of Student Conduct (<https://catalog.purdueglobal.edu/policy-information/student-rights-responsibilities/conduct/>) violation, you may submit a code of conduct appeal. The appeal must include new

evidence that was not provided during the original investigation and a thorough explanation of your dispute. The appeal must be sent in writing with any documented evidence as appropriate to the Office of Student Relations at studentrelations@purdueglobal.edu within 10 business days of receiving notification of the disciplinary action. Your additional evidence will be reviewed and further investigated if necessary. You will be notified in writing of the results. The appeal decision is final.

Grievances and Problem Resolution

If you have a grievance, follow the steps below to seek a resolution:

1. Discuss your issue with the appropriate instructor, staff member, or administrative manager. Many questions or concerns that you have can be resolved simply through discussion.
2. If you are not satisfied with the outcome of the discussion, you can request your complaint be filed with an ombudsperson, dean, or department-designated resolution person.
3. If you remain unsatisfied or the complaint remains unresolved, you can file a grievance with the University's Office of Student Relations. The Office of Student Relations will serve as an impartial entity that is not directly involved in the issues of the complaint.
 - Grievance forms may only be obtained from an ombudsperson, dean, or department-designated resolution person. Your grievance form should be emailed to studentrelations@purdueglobal.edu.
 - A Student Relations representative will review all material pertinent to the case and will notify you of the outcome of the investigation in writing. You will likely receive the decision within 5 business days, though some cases require additional time to complete the investigation. All decisions made by Student Relations are final.

Retaliation against any student using this complaint process is strictly prohibited. A complaint of retaliation will be promptly investigated, will constitute separate charges, and will be handled in the same manner as discrimination and other grievance complaints.

Note: If you file a complaint through an outside agency or with a University executive, your complaint will be directed to the Office of Student Relations. External agencies generally expect you to have exhausted Purdue Global's complaint resolution process first. If your complaint is the subject of a formal external inquiry or legal action, the application of steps 1 through 3 of Purdue Global's grievance process will be suspended until the external inquiry or action is completed.

A grievance may not be reviewed or investigated if it is filed more than 2 years after the incident.

Purdue Global will maintain records of all grievances and their resolutions for a period of no less than 3 years.

Purdue Global is an institutional participant in the National Council for State Authorization Reciprocity Agreements (SARA). A list of current, authorized SARA member states is available at www.nc-sara.org/ (<https://www.nc-sara.org/>). As a participating institution, Purdue Global adheres to a common set of standards for offering postsecondary distance education among member states, districts, and territories. The Agreement establishes comparable national standards for interstate offering of postsecondary distance education courses and programs. Purdue Global can be found on the NC-SARA website under the SARA member state of Indiana.

In addition to the state-specific complaint procedures listed below, all students of Purdue Global, including Purdue Global Law School, may file a complaint with the Indiana Commission for Higher Education.

Student Complaint Information - Indiana SARA Portal Agency (<https://secure.in.gov/che/2744.htm>)
Tel: 317-464-4400

All students of Purdue Global, including Purdue Global Law School, may file a complaint with their respective state's consumer protection office.

State Consumer Protection Offices (<https://www.usa.gov/state-consumer/>)

State-Specific Procedures

Indiana Residents

Indiana Commission for Higher Education
Student Complaint Information - Indiana SARA Portal Agency (<https://secure.in.gov/che/2744.htm>)
Tel: 317-464-4400

Iowa Residents

The Iowa College Student Aid Commission accepts questions, concerns and complaints from an Iowa resident attending any postsecondary school in the United States.

A Student Complaint Form has been created to accept a student's questions, concerns, or complaint related to a postsecondary school. The complaint form is available at <https://www.iowacollegeaid.gov/StudentComplaintForm> (<https://www.iowacollegeaid.gov/StudentComplaintForm/>).

A student may also contact Iowa College Aid at:

Iowa College Student Aid Commission
474 SW 5th Street, Suite D
Des Moines, IA 50309-4608
Toll Free Tel: 877-272-4456

Nebraska Residents

If the complaint cannot be resolved after exhausting Purdue Global's grievance procedures, the State of Nebraska's Coordinating Commission for Postsecondary Education provides a formal process by which you may have your complaint investigated. Details of this process may be found at: ccpe.nebraska.gov/student-complaints-against-postsecondary-institutions (<https://ccpe.nebraska.gov/student-complaints-against-postsecondary-institutions/>). The State of Nebraska's Coordinating Commission for Postsecondary Education may be contacted at:

Nebraska's Coordinating Commission for Postsecondary Education
ATTN: Complaints
P.O. Box 95005
Lincoln, NE 68509-5005
Tel: 402-471-2886