

PROBLEM RESOLUTION: 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 Purdue Global Office of the Provost at provost@purdueglobal.edu 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 a report of academic dishonesty, you should first discuss the breach with your instructor, providing a thorough explanation and evidence of why you believe the suspicion of academic dishonesty to be inaccurate.

If the dispute is still unresolved and you wish to pursue an appeal of the report of academic dishonesty, you must submit the Academic Appeal form on PG Campus (<https://campus.purdueglobal.edu/academic-appeal/>) to the Purdue Global Office of the Provost at provost@purdueglobal.edu within 10 days of the report of academic dishonesty. The appeal form should include an explanation and evidence to support your position. The Academic Appeals Committee composed of faculty and academic administrators will meet to review the submission. Please allow up to three weeks from the appeal acceptance date 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

If you wish to dispute a reported breach of the Student Code of Conduct (<https://catalog.purdueglobal.edu/policy-information/student-rights-responsibilities/conduct/>), you have the right to raise your concerns by submitting 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.

Problem Resolution and Grievances

If you have an issue or concern that cannot be addressed through one of the appeal processes mentioned above or through the Discrimination Grievance Procedures (<https://catalog.purdueglobal.edu/policy-information/student-rights-responsibilities/nondiscrimination-policy/>), follow the steps below to seek a resolution. Please note, this process may not be used to change or remove University requirements or decisions made by the Office of the Dean.

1. If your issue is related to your coursework, discuss the issue with your instructor. If you have an issue not related to your coursework, discuss it with the appropriate advisor. 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, your instructor or advisor can escalate your complaint to a resolution specialist, dean, or department-designated resolution person.
3. If you remain unsatisfied or the complaint remains unresolved, you can file a formal grievance with Purdue Global'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 a resolution specialist, dean, or department-designated resolution person. Your grievance form should be emailed to studentrelations@purdueglobal.edu.
 - The Office of Student Relations 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 a separate potential policy breach, and will be handled in the same manner as discrimination and other grievance complaints.

You also have the right to file your complaint with an outside agency. If you file a complaint through an outside agency or with a University executive, your complaint will also be directed to Purdue Global's Office of Student Relations.

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.

Lincoln, NE 68509-5005
Tel: 402-471-2886

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 Department of Education - Bureau of Iowa College Aid 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://educate.iowa.gov/higher-ed/student-complaints>.

A student may also contact the Iowa Department of Education - Bureau of Iowa College Aid at:

Iowa Department of Education - Bureau of Iowa College Aid
400 E. 14th Street
Des Moines, IA 50319
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