



ANA G MÉNDEZ UNIVERSITY STUDENT CONSUMER INFORMATION APPEAL OF UNIVERSITY DECISIONS POLICY

Introduction/Purpose

Ana G. Méndez University (“AGMU” or the “University”) allows Students the opportunity to appeal a final University Decision in a timely manner without retaliation. The purpose of this policy is to outline the relevant appeal process.

This policy does not apply to the Student Regulations, academic policies (including grade grievances) or discrimination policies (including allegations related to Title IX). Such complaints or grievances will be resolved under other applicable University policies (for example, the resolution of student complaints is outlined in the Academic Catalog and Student Handbook in the Student Complaint Policy section).

Definitions

For purposes of this policy:

1. **Retaliation** means as adverse action taken against a Student for appealing a University Decision.
2. **Student** means an individual that is either registered for, enrolled in, or attending a University course on campus or online.
3. **University Decision** means the final decision of a University department regarding a Student. Examples of departments include the financial aid or student accounts department. A University Decision does not include decision made with respect to the Student Regulations, academic policies, or discrimination policies.

Procedure

UNIVERSITY DECISION APPEAL PROCESS

1. Students may appeal a University Decision *only* after all relevant campus-based administrative channels have been exhausted. These administrative channels are outlined in the Academic Catalog and Student

Handbook, Student Complaints Policy section.

2. A Student may appeal a University Decision on the following limited grounds:
 - a. Procedural irregularity that materially affected the decision-making process (i.e., failure to follow the University's own published procedures).
 - b. The outcome of the University Decision is disproportionate to the violation(s) of University policy or standard alleged; or
 - c. New evidence that was not reasonably available or known to exist during the decision-making process.

3. Students must follow the process outlined below to file an appeal:
 - A. The written appeal shall be a plain, concise, and complete statement which contains at least the following:
 - Documentation that all campus-based administrative channels were exhausted prior to this appeal.
 - A description of the specific University Decision that is being appealed.
 - A statement outlining the background of the case and the basis for the appeal including all pertinent facts and documentation that the student wishes to be considered.
 - An explanation of the grounds for the appeal; and
 - An explanation of the resolution being sought by the Student.

 - B. Written appeals must be made to the Chancellor within ten (10) business days of the receipt of a final University Decision. The Chancellor or the Chancellor's designee will serve as Appellate Officer.

 - C. The Appellate Officer shall review the written appeal and may, but is not required to, hold a virtual or in-person informational meeting with the Student pursuing the appeal.

 - D. The Appellate Officer will review the evidence presented and based on a preponderance of evidence, make a determination regarding the appeal. The Appellate Officer may accept, modify, or reject the University Decision, or return the matter to the relevant University department for reconsideration. The decision of the Appellate Officer is final, and no further appeals can be made.

 - E. The Appellate Officer will prepare a written determination letter. The Student pursuing the appeal shall be provided the written determination letter. The Appellate Officer shall strive to provide the written determination letter within fifteen (15) calendar days' notice of receipt of the written appeal.

 - F. The Appellate Officer may seek legal advice at any point in the appeal process.

 - G. Should the Student fail to comply with the process outlined in this policy, the Appellate Officer may dismiss the appeal and uphold the University Decision.

 - H. All documentation shall be retained in accordance with University policy and applicable law.

 - I. Retaliation against a Student for appealing a University Decision is strictly prohibited.