



STUDENT POLICIES AND PROCEDURES

Policy Section: Student

APPEAL PROCESS

Mid-State seeks to ensure fair and just treatment of students. Opportunities are available to appeal academic and non-academic decisions. Before an academic appeal is filed, the student is required to contact the instructor or other staff member directly involved with the decision to clarify the issue(s). Every effort to resolve the issue(s) should be made at this level. Opportunities for appeal are detailed in the following policies and procedures:

Classroom Misconduct

Students who wish to appeal a decision pertaining to sanctions for classroom misconduct (e.g., dismissal, suspension) may use the appeal process outlined in the [Student Code of Conduct \(mstc.edu/sites/default/files/2019-01/StudentCodeofConduct_2.pdf\)](http://mstc.edu/sites/default/files/2019-01/StudentCodeofConduct_2.pdf).

Credit for Prior Learning Appeal

If a student is not satisfied with the decision regarding transfer credit, life experience credit, military or occupational experience credit, or other credit for prior learning, the student may take the following steps:

1. Within ten school days of receipt of the decision, the student must submit a written appeal to the academic dean. The appeal must contain rationale for reconsideration of the decision.
2. The academic dean will set up a meeting with the student to be held within ten school days of the receipt of the request. The student will receive written notice via Mid-State email of the decision from the dean within five school days of the meeting.
3. If the student and the academic dean are unable to reach an agreement, the student may appeal in writing to the vice president of Academics within five school days after receiving the decision from the dean.

4. Upon receipt of the appeal, the vice president of Academics will form an ad hoc appeals committee consisting of the vice president of Academics, an academic dean, and a faculty member to meet with the student and attempt to resolve the issue. This meeting will take place within ten school days.
5. The vice president of Academics will inform the student via Mid-State email of the decision within five school days of the meeting.

The decision of the ad hoc appeals committee is the final decision and no further appeals are available.

Final Grade

If a student believes that the final grade in a course is inaccurate or unjustified, the student may take the following steps:

1. Within ten business days of receipt of the final grade, the student must make an appointment with the instructor to present the appeal in writing and discuss the reason(s) for the appeal. Every effort to resolve this issue should be made at this level.
2. If the student and instructor are not able to reach an agreement, the student may request, no later than five business days, that the academic dean arrange a meeting using the [Maxient meeting request form \(cm.maxient.com/reportingform.php?MidStateTC&layout_id=3\)](http://cm.maxient.com/reportingform.php?MidStateTC&layout_id=3). The academic dean will meet with the student within ten business days, and the student will receive written notice via Mid-State email of the decision from the dean within five business days of the meeting.
3. If the issue is still unresolved, the student may submit an updated appeal to the vice president of Academics within five business days of receiving the decision, provided new information exists to support the appeal. Submit the appeal using the [Maxient appeal form \(cm.maxient.com/reportingform.php?MidStateTC&layout_id=5\)](http://cm.maxient.com/reportingform.php?MidStateTC&layout_id=5). The written appeal should describe in detail the events leading up to the appeal and include supporting documentation, if available.
4. Upon receipt of the appeal, and if the appeal meets the parameters, the vice president of Academics will form an Ad Hoc Appeals Committee consisting of the vice president of Academics, an academic dean, and a faculty member to meet with the student and attempt to resolve the issue. This meeting will take place within ten business days.

5. The vice president of Academics will inform the student via Mid-State email of the decision within five business days of the meeting.

The decision of the Ad Hoc Appeals Committee is the final decision, and no further appeals are available.

Financial Aid Appeal

If a student believes a financial aid action is inaccurate he or she may file a written appeal to the director of Financial Aid. The appeal should include detailed information on the inaccuracy or extenuating circumstances along with supporting documentation.

If a student and the director of Financial Aid are unable to reach an agreement, the student may appeal in writing within five school days of receiving notification to the dean of college enrollment strategy. The dean of student support will meet with the student and the director of Financial Aid within five school days of receipt of the appeal. The student will be notified in writing of the decision within five school days of the meeting

Graduation Requirements

Students who wish to appeal a decision pertaining to graduation requirements may use the appeal process outlined in the Credit for Prior Learning appeal section.

Student Account Appeal

Students are responsible for charges and payments to their account. In extenuating circumstances a student may be eligible for a refund or a reduction in outstanding charges outside of the general tuition refund policy determined by the Wisconsin Technical College System (WTCS). Before a student account appeal is filed, the student should seek assistance from the Student Services & Information Center regarding charges and payments on their account.

The student account appeals process must be initiated within 30 days of the end of the term in which the student is appealing charges. To file an appeal, the [Student Account Appeal Form](#) must be completed by the student with all supporting documentation attached and submitted:

- **In person**
 - Any Mid-State Student Services & Information Center
- **Mail**
 - Office of the Registrar

- Mid-State Technical College
- 500 32nd Street North
- Wisconsin Rapids, WI 54494
- **Fax**
 - 715.422.5561
 - Attention: Student Records
- **Email**
 - studentrecords@mstc.edu

The appeal will be reviewed by an Ad Hoc Student Account Appeals Committee. Appeals are reviewed biweekly. The student will receive written notification within two weeks following the appeals meeting.

Student Conduct Appeal (Non-Academic)

Whenever possible, alleged misconduct issues should be resolved informally through a conference with the complainant and the alleged student. The parties may ask a neutral party (e.g., campus dean, dean of student success) to act as a mediator.

In the event alleged misconduct cannot be resolved informally, faculty/staff/administrator/student may initiate action by filing an incident report. Any faculty/staff/administrator/student of the college community may charge a student with alleged acts of misconduct. The faculty/staff/administrator/student will submit the incident report to the dean of student success.

Students accused of conduct violations are entitled to the following protections:

- To be informed of the charge and relevant evidence.
- To respond to the charge.
- To be assured confidentiality, in accordance with the federal Family Education Rights and Privacy Act.

The review process outlined in the Student Code of Conduct will be followed. Once completed, the outcome will be communicated in writing to both parties involved within five school days. Any disciplinary action will take effect on the date of notification.

For specific information on the appeal process, consult the [Student Code of Conduct \(mstc.edu/sites/default/files/2019-01/StudentCodeofConduct_2.pdf\)](https://mstc.edu/sites/default/files/2019-01/StudentCodeofConduct_2.pdf).

Complaint Procedure- Mid-State Technical College (Mid-State)

Mid-State is committed to providing a positive environment and educational experience for students. This environment includes incorporating feedback from students, employees, partners, and the public into College operations. Mid-State uses feedback to make continuous improvements.

To submit a concern, complete the [Student Complaint Form \(cm.maxient.com/reportingform.php?MidStateTC&layout_id=2\)](https://cm.maxient.com/reportingform.php?MidStateTC&layout_id=2). Completing this form will initiate the first steps of the complaint procedures.

Should you have a concern or problem, please discuss it with your instructor, counselor, advisor, or campus dean to attempt to resolve the matter. If this action does not resolve the problem, a formal complaint can be presented. Typically, a formal complaint is a written allegation of an inequity. An inequity may involve either the academic or the non-academic function of Mid-State. Students who believe that they have cause to make a formal complaint should send a letter to:

Dean of Student Success

Mid-State Technical College
500 32nd Street North
Wisconsin Rapids, WI 54494

Complaint Procedure - Wisconsin Technical College System (WTCS)

Students who attend a college that is part of the WTCS can file complaints at the state level in three categories defined by the US Department of Education:

- Complaints that allege violations of Wisconsin consumer protection laws, including, but not limited to, false advertising.
- Complaints that allege violations of Wisconsin laws related to the licensure of postsecondary institutions.
- Complaints relating to the quality of education or other state or accreditation requirements.

A student who reasonably believes that a violation has occurred in one or more of these categories may file a written complaint. Complaints must be signed by the student and submitted on the official [Student Complaint Form](#). Complaints must be filed within one year from the date of the alleged violation or the last recorded date of attendance, whichever is later. The WTCS will review complaints only after

students attempt to resolve the matter through applicable college appeals or complaint processes.

Complaint Procedure - Distance Education Conducted Across State Lines

Mid-State Technical College participates in the State Authorization Reciprocity Agreement (SARA). As a member of SARA, any current or former student of a distance education program offered by Mid-State may file a complaint with Wisconsin's Distance Learning Authorization Board (DLAB) for Mid-State distance education activity conducted across state lines under specific and limited circumstances. For more information on the types of complaints handled by DLAB, steps to take before filing a complaint, and the process for filing a complaint, see [DLAB's Student Complaint Process \(heab.state.wi.us/dlab/students.html\)](https://heab.state.wi.us/dlab/students.html).