

**Los Angeles Valley College
Student Learning/Service Outcomes – Student Services**

Department Name: OFFICE OF STUDENT GRIEVANCES

Department Description: (Provide a brief description of the department.)

The Grade Grievance Officer provides students with a prompt and equitable process for resolving student grievances under the LACCD Administrative Regulation E-55. A grievance may be initiated by one or more students who reasonably believe he/she/they have been subject to unjust action or denied rights involving their status or privileges as students. Grade grievances are subject to CA Education Code Section 76224(a). The role of the Grievance Officer is neutral and provides information and regulatory guidelines to both student(s) and faculty, conducts due process hearings and reports directly to the College President.

The Student Grievance Program does not apply to prerequisite challenges, corequisite challenges, advisories and limitations on enrollment, alleged violations of sexual harassment, appeals for residency determination, eligibility, financial aid issues, student discipline, freedom of the press or employee discipline matters.

Student Learning Outcome	Evaluation Strategies

Service Outcome	Evaluation Strategies
1. Provides LACCD E-55 Administrative Regulation advice to students and faculty for grade and student grievance matters.	Tabulation of matters to be conducted at the end of each fiscal year, separated into categories of "advice only" and "due process hearings." Number of contacts will be used to evaluate how to best communicate and serve groups.
2. Student Grievants will be supported and better prepared at navigating the grievance process and be aware of LACCD Administrative Regulation E-55.	Student survey to be administered during Fall 2011 to identify service proficiencies and deficits. Survey results to be used for improvements.
3. Faculty Respondents will be supported and better prepared at navigating the grievance	Faculty survey to be administered during Fall 2011 to faculty to identify service

<p>process and be aware of LACCD Administrative Regulation E-55 through one-on-one consults and professional development training workshops.</p>	<p>proficiencies and deficits. Survey results to be used for improvements.</p> <p>Grade/Student Grievance "boot camp" workshop evaluations are distributed and collected after each presentation. Track face-to-face and online workshops for faculty.</p>
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