



REGULATION: FGCU-PR4.004

*Effective Date
of Regulation:*

Student Disputes Resolution

04/19/16

A. GENERAL STATEMENT

This regulation establishes the University's mechanism for student dispute resolutions. A student dispute may arise from a decision that affects a student's access to courses and credit granted toward the degree, or certain other decisions that have or can have an effect on a student's participation or ability to participate in University activities. Students shall be given adequate opportunity to bring disputes to the attention of the University with the assurance that University officials will promptly examine the facts of the case and evaluate these facts in an objective manner. The Ombuds shall provide assistance to the student to address the dispute. The Office shall not advocate for any individual but shall advocate for fair and equitably administered processes and shall facilitate discussion to identify best options to resolve problems. While a student's use of the Ombuds is voluntary and shall not be a required step in the University's student dispute resolution process, the University strongly encourages students to make use of services of the Ombuds in addressing their disputes.

B. RESOLUTION OF STUDENT DISPUTES

1. A student who has a dispute covered under this regulation may contact the Ombuds to initiate the process to resolve the dispute. The Ombuds shall develop a policy to assist students in the resolution of disputes, which shall describe informal as well as formal processes to resolve the dispute. The policy will provide that the student shall have the opportunity to communicate with University officials who have the authority to resolve the dispute. The policy shall provide that a student may provide to the Ombuds, with or without a request, any documents or materials that support the student's position in the dispute.
2. The decision of the University official resolving the dispute is final University action for purposes of judicial appeal.

C. EXCLUSIONS

The following areas are excluded from appeal under this regulation:

1. Disciplinary actions taken under FGCU Student Code of Conduct;
2. Traffic and Parking Violations;
3. The professional judgment exercised by an instructor in assigning a grade;
4. The professional judgment of licensed practitioners in the health related professions; or

5. Any grievance that arises as a result of a student's employment with the University.

Action by Florida Gulf Coast University Board of Trustees

Approved 04/19/16

Specific Authority

*Sections 1002.21(5) and 1006.51, Florida Statutes;
Board of Governors Regulations 1.001 and 6.011*

History of Regulation

New 01/15/08; Amended 10/21/08, 04/19/16

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