

January 29, 2024

RE: Student Compliant and Grade Grievance Process

This letter provides an overview of the student grievances process at Los Angeles Valley College (LAVC) and the Family Education Rights to Privacy Act (commonly referred to as “FERPA”). To ensure that we complete our inquiry expeditiously, please submit documents by the informal deadline of 5pm on Wednesday, January 31st.

Class Complaints Procedure

Class complaints allow students a safe and secure way to file an instructor complaint to the Office of Academic Affairs. Dually enrolled students should complete the Class Complaint Form and supporting documents to their high school counselor/designee.

Steps in the investigation process.

1. Submit a Class Complaint Form and supporting documents to your high school counselor/designee. The form must be completed and signed by the student. However, your high school counselor/designee or parents/caregivers can assist you in completing the form.
2. Once the form is received by Academic Affairs, the levels of review for class complaints are listed below. In the current situation at Science Academy STEM Magnet, we understand that attempts have been made to resolve the complaint with the instructor, so complaints will be addressed at levels 2 and 3.

Level 1 – Instructor

Level 2 – Department Chair

Level 3 – Area Dean

3. Once the inquiry has concluded, the area dean will contact you and Science Academy STEM Magnet Academy to discuss the findings of the inquiry. If there are additional actions you must take to resolve the issue, the area dean will provide you, in consultation with Science Academy STEM Magnet, on the appropriate actions and steps.

Students are encouraged to submit completed Class Complaint forms and support documentation electronically or in person to **Lina Hodali (lnh63322@lausd.net) by 5:00pm on Wednesday, January 31st.**

Grade Grievance Procedure

When grades are given for any course of instruction taught within the Los Angeles Community College District (LACCD), the grade given to each student shall be the grade determined by the instructor of the course and the determination of the student's grade by the instructor, in the absence of mistake, fraud, bad faith, or incompetence, shall be final. LACCD AP 5530 provides a equitable means for resolving student(s) grievances.

The LACCD AP 5530 states "All parties involved should be encouraged to seek an informal remedy. Informal meetings and discussion between persons directly involved in a grievance are essential at the outset of the dispute and should be encouraged at all stages. An equitable solution should be sought before persons directly involved in the case have assumed official or public opinions that might tend to polarize the dispute and render a solution more difficult."

Steps to filing a grade grievance.

1. Contact your instructor to discuss your concern. If you cannot reach the instructor or cannot resolve the grade concern, contact Dr. Keidra Morris (morrisk@lavc.edu) to help connect you to the department chair. If your grade concern cannot be resolved by the department chair, you can arrange to meet with the area dean. We strongly encourage you to keep Dr. Morris included in your communication with the department chair and area dean, so she can monitor the progress of your concern and help if needed. You can find the information for department chairs and their area dean in the Department Organization section of the [2023-2024 LAVC Course Catalogue \(pg. 305\)](#).
2. If your grade matter has not been resolved at these levels, you are entitled to file a Statement of Grievance with the Grade Grievance Officer. Complete and sign the E-55 Form 1 Statement of Grievance and E-55 Form 2 Request for Formal Grievance Hearing.
3. Collect any supporting documents to support your claim of the instructor's **mistake, fraud, bad faith, or incompetence**.
4. Compile the items in bullet #4 and send them electronically to the Grade Grievance Officer (ombudsperson@lavc.edu).

Family Education Rights and Privacy Act (FERPA)

The Family Educational Rights and Privacy Act (FERPA) is a federal law protecting student education records. The law applies to all schools that receive funds under an applicable U.S. Department of Education program. FERPA gives parents certain rights with respect to their children's education records. These rights transfer to the student when they reach 18 or **attend a school beyond the high school level**.

STEM Magnet Academy students who wish to allow their parents/caregivers access to their student information must submit a FERPA Release Form to Dr. Keidra Morris (morrisk@lavc.edu).

For more information on FERPA, please review LACCD E-105 Administrative Regulation.

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