Appendix E

Comprehensive Articulation Agreement (CAA)
Grievance Procedure

A student may file a grievance within the first six weeks of the beginning of the term for which admission was offered at the college or university. The student may terminate the grievance procedure at any point.

Step 1: Student obtains a CAA Student Grievance Form from the admissions office of the college or university to which he/she was admitted. From the date the form is received, the student will receive a reply within 45 days.

Step 2: On the form, the student will specify the nature of the complaint, citing specific language of the CAA which is in contention, and will submit the form with any relevant supporting documents to his/her transfer counselor or advisor at the community college. This individual will route the form to the community college’s designated grievance official (CCDGO) for signature and comments. Depending on the structure at the community college, this will likely be either the chief student affairs officer or chief academic affairs officer. The CCDGO will complete the appropriate section with signature and comments and forward the form along with any relevant supporting documents back to the director of admissions at the college or university (copy to the Chief Academic Affairs Officer at the university).

Step 3: Upon receipt of the form, the director of admissions will conduct a thorough investigation to include contacting the student and the CCDGO.

Step 4: The director will forward the form with a consensus interpretation and recommendation for action to the Associate Vice President for Academic and Student Affairs of The UNC (AVP-UNC).

Step 5: After a discussion with the director of admissions, the CCDGO and/or the student, the AVP-UNC will propose a final decision to the TAC co-chairs. If the chairs concur with the recommendation, the matter is resolved, and the AVP-UNC will inform all interested parties. If the TAC chairs do not concur, the matter will be referred to the full TAC for action.

Step 6: On at least an annual basis, the AVP-UNC will present a report to the TAC on the number and nature of these grievances, discussions, and the decisions. If the CAA needs to be modified to reflect any actions taken, the TAC will do so in a timely fashion.
Comprehensive Articulation Agreement (CAA)  
Student Grievance Form  
For NCCCS Transfer Students

Last name __________________________ First name ________________________________  
Address ____________________________ ____________________________________________  
Number and street   city  state  zip  
Telephone number _________________________  Email ____________________________  
Area code  number  

Last community college (CC) attended ____________________________________________  
NC college or university offering admission __________________beginning _____________ month/year

Grievance:  
In the space below, state your concern, citing specific language in the CAA in contention.  
Attach any supporting documents. The CAA may be found at:  

______________________________________________________________________________  
______________________________________________________________________________  
______________________________________________________________________________  
______________________________________________________________________________  
______________________________________________________________________________  
______________________________________________________________________________

Clearly state below the requested remedy or solution that will satisfy the grievance:  
______________________________________________________________________________  
______________________________________________________________________________  
______________________________________________________________________________  
______________________________________________________________________________  
______________________________________________________________________________  

Your signature below indicates you have discussed this issue with the transfer credit admissions official at your current college/university. Submit form to your transfer counselor or advisor at your community college. You will receive notice of a decision within 45 days of the submission of this form.

Signature ______________________________________ Date ____________________________  

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To the community college transfer counselor or advisor receiving this form:

Community College: ______________________ Date received: ___________________

Provide comments and recommended action on the student grievance. Have the form signed by either the chief academic affairs officer or chief student affairs officer at your Community College.

Comments and recommended action:

______________________________________________________________________________
______________________________________________________________________________
______________________________________________________________________________
______________________________________________________________________________

signature of CC official    printed name    title

Telephone number: ______________________________ Email _______________________
Area code   number

Forward the form to the Director of Admissions at the NC college or university offering admission to this student with copy to the Chief Academic Affairs Officer there.

To the Director of Admissions receiving this form:

Investigate, contact the student and CC official, and resolve the issue.
Action taken:

______________________________________________________________________________
______________________________________________________________________________
______________________________________________________________________________
______________________________________________________________________________
______________________________________________________________________________

signature of Director of Admissions    printed name

Telephone number: ______________________________ Email _______________________
Area code   number

Forward form to:
Associate Vice President for Academic and Student Affairs, UNCGeneral Administration, PO Box 2688 Chapel Hill, North Carolina 27515-2688
The AVP for Academic and Student Affairs will inform all parties of final action taken by the Transfer Advisory Committee.