

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.

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, UNC General 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.**