

Online Student Complaint Procedure

Students enrolled in online courses are able to follow the same procedures as on-campus students if a grievance with the University occurs. NTU representatives and students always strive to work well together. Occasionally, students may encounter difficult situations with NTU representatives (faculty, staff, and administrators). Students are encouraged to discuss these difficulties with the person involved.

In accordance with Section 16 of the NTU Student Handbook, at the onset of a complaint, an informal process would include a review and preparation period for student and others addressing the complaint(s) to mediate the problem as follows:

Procedures

Student Complaints Regarding Conduct of NTU Representatives.

1. Head of Department receives the complaint.
2. Process the complaint within 48 hours for Department Head to perform paperwork.
3. Student referred to Counseling Department.
4. Resolve conflict with all involved individuals.
5. Other resources available include instructional departments (directors and deans) and advising and counseling services.

If difficulty is not resolved informally with the parties listed above, the student may pursue the following formal complaint process:

1. If a determination is made that the complaint is meritorious, the Dean of Student Services will, within 5 days of receipt, propose a resolution and notify the parties.
2. If the proposed resolution is acceptable to all parties, they shall so indicate in writing and the matter shall closed.
3. If the proposed resolution is not acceptable to all parties, either party may request further review by the Provost of NTU.
4. The Provost shall make a final decision within 3 days of receipt of the complaint
5. Nothing within the Student Handbook shall be deemed to limit an individual's right to pursue other legal action as deemed necessary.

NTU Contact information for the Dean of Student Services is (505) 786-4104. More information can be found at

<http://www.navajotech.edu/images/about/publicDocs/ntuPolicies/ntuStudentHandbook.pdf>.