

ONLINE STUDENT COMPLAINT PROCEDURE

DWU Online students can expect fair treatment during their academic program, from the admissions process through to graduation. The admissions counselor, the instructors, the program directors, staff members and the digital learning support specialist all provide regular student support. It is recommended that students seeking more information about any aspect of their online program first contact the digital learning support specialist and/or their program director.

DWU Online students have the right to appeal a course grade, a program dismissal, or an academic integrity violation if they feel the decision was not made fairly.

Grade Appeal

Students who believe they have not been graded fairly and wish to appeal must file a written appeal within 14 days after the grade has been received. The appeal process consists of the following steps:

1. Discuss the grade in question with the course instructor as soon as possible after the session end date.
2. Consult with the program director.
3. If the student wishes to appeal the grade, after discussions with the instructor and the program director, he/she may file an official written appeal of the grade to the provost.

Program Dismissal Appeal

Students who believe they were unjustly dismissed from their program following academic probation and wish to appeal must file a written appeal within 14 days after the notification of dismissal from the program. The appeal process consists of the following steps:

1. Consult with the program director regarding the rationale for the dismissal.
2. Consult with the dean of adult and professional studies.
3. If the student wishes to appeal the dismissal after discussion with the program director and dean, he/she may submit an official written appeal letter to the provost.

Academic Integrity Violation

Students who believe they unjustly received an academic integrity violation notice and wish to appeal must initiate the appeals process within 14 days after the academic integrity notification. The appeal process consists of the following steps:

1. Discuss the violation report with the course instructor as soon as possible after the report is filed.
2. Consult with the program director regarding the instructor's decision.
3. If the student wishes to appeal the decision, after discussion with the instructor and program director, he/she may submit an official written appeal of the violation to the provost.

The appeals board, consisting of the provost, the director of student life, the program director and the dean of adult and professional studies will consider all appeals. The student will be notified in writing of the decision of the appeals board.

For Other Student Concerns

Students who believe they received unfair treatment, not related to a course grade or program dismissal, and who wish to file a formal complaint may do so by submitting a written statement of their reason for concern to the digital learning support specialist and/or the provost no later than 14 days following the occurrence. The digital learning support specialist and/or the provost will review the complaint and address the concern with the corresponding instructor, program director, support department, or the appeals board, if necessary. When appropriate, the provost will report any action or decision to the digital learning support specialist to share with the student.