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POLICY STATEMENT 08
GENERAL APPEAL PROCEDURE AVAILABLE TO STUDENTS

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POLICY DIGEST

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Monitoring Unit: Office of Academic Affairs

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I. PURPOSE

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To establish procedures that an individual student may use to formally question the application of any university regulation, rule, policy, requirement or procedure, unless the appeal is otherwise covered by another established procedure.

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II. DEFINITIONS

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Academic appeal: an appeal (as defined below) related to matters concerned with instructional activities, grading procedures, or other incidents associated with academic affairs not including academic suspension (see [Appendix A](#)).

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Advisor: an individual who accompanies the student or employee directly involved in the appeal to offer advice. **Note:** *The advisor shall not represent or speak for the advisee. In all cases throughout this policy, the concerned parties are required to speak for themselves, in all oral or written aspects of the appeal.*

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Appeal: A request to determine if a grievance has merit and if so to arrive at an appropriate action by the University to address the situation.

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Business Day: A day in which LSU Eunice is open to conduct operations. Hours vary by department; however, generally it is Monday through Friday from 8 am to 4:30 pm.

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Grievance: a request by a student for reconsideration of an action or decision by a University employee, office, panel, or committee. This includes:

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A. An action or decision on the part of an employee, faculty member, program director, or other administrator that a student perceives to be unfair or unreasonable, or

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B. Application of standards different from those that were applied to other students under similar circumstances.

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Hearing: a formal procedure in which a duly appointed individual or panel considers evidence, facts, and arguments of both sides of an appeal in an effort to determine the facts of the case and make recommendations for appropriate action, if warranted. (see [Section IV-B: Use of University Wide Hearing Panels](#)).

39 **Non-Academic Appeals:** appeals (as defined above) that are not related to academic matters,
40 such as but not limited to conduct appeals, parking ticket appeals, or student employment (see
41 [Appendix A](#)).

42 **Written Student Complaint:** A written student complaint is any report submission by a
43 prospective, current, or former student through the University's official web-based system using
44 the Student Grievance Form, hosted on the LSU Eunice CARES webpage at
45 <https://www.lsu.edu/lseue-cares/index.php>.

46 Written student complaints are not meant to circumvent or replace existing LSU Eunice policies
47 and procedures designed to address issues brought forward by students (See [Appendix A](#)).

48 **III. GENERAL POLICY**

49 It is University policy to provide students with an appeal procedure for questioning the
50 application of any regulation, rule, policy, requirement, or procedure as it applies to the
51 individual student in their capacity as a student. It is the University's basic philosophy that
52 student appeals should be settled as quickly as practicable at the lowest possible administrative
53 level having the authority to act definitively. Recognizing that no single appeals process can
54 serve the wide range of possible complaints, different units within the University have developed
55 specific appeals processes, subject to review by the Office of Academic Affairs.

56 **A. Provisions of the General Appeal Process**

57 1. The decision to utilize an appeal procedure shall be voluntary on the part of the
58 individual student. All students have the right to make good faith appeals without fear
59 of coercion, harassment, intimidation, or reprisal from the University or its
60 employees.

61 2. Appeals filed about grievances in bad faith may be subject to review under the [Code](#)
62 [of Student Conduct](#).

63 3. The University recognizes the rights of all parties to impartial appeal decision-makers
64 including the student filing an appeal, and employees against whose action the
65 appeal is filed.

66 4. Students and employees involved in the appeal shall each have the right to have an
67 advisor, but are expected to speak for themselves in all written and oral aspects of
68 the appeal (see the [Definition of Advisor](#) in Section II above).

69 5. Privacy shall be maintained, where applicable, in all appeal proceedings in
70 accordance with the provisions of the Family Educational Rights and Privacy Act of
71 1974 and LSU Eunice Policy Statement 34: [Privacy Rights of Parents and Students](#).

72 **B.** The University provides specific guidelines for several different types of grievances and
73 appeals. If a specific policy exists, the student must contact the office of primary
74 responsibility involved with the situation in question for specific procedural guidelines
75 which govern that appeal process (see [Appendix A](#)). However, if the area or function
76 under question does not have specific procedures, the student should then follow the
77 procedures outlined in this policy.

78 C. Appeals related to a student’s role as an employee are handled in accordance with this
79 policy. The decision maker shall consult with Human Resources before a decision is
80 reached or a meeting is held. Policies related to student employment are governed by
81 LSU Eunice Policy Statement 24: [Student Employment](#)).

82 D. Note to Students and Employees: Students and employees of LSU Eunice should note
83 that it is the student’s best interest to initiate and complete the steps in the appeal
84 process as soon as possible. This is especially important for students in a health
85 sciences clinical program appealing an action/decision that has an impact on the
86 student’s continuation in the program.

87 IV. PROCEDURES

88 A. General Appeals Procedures

89 There may be up to three steps in the general appeal process (see [Appendix B](#)). In all
90 cases, if the final decision requires changes in an official record of the University, the
91 University employee must comply with all University regulations and procedures
92 necessary to accomplish the change.

93 1. Step One: Informal Appeal to Employee

94 For Step One, the student shall meet with the employee who carried out the action or
95 made the decision that is being appealed to discuss the appeal and attempt to arrive
96 at a solution. For academic appeals, the employee is the faculty member. For
97 purposes of this policy, a “meeting” can be accomplished via face-to-face meeting or
98 through other forms of communication, such as conference calls, video/web
99 conferences, etc. Letters and emails may provide background information; however,
100 they do not meet the definition of a “meeting”. In addition, no person may submit an
101 appeal on behalf of the student; however, the student may contact the Office of
102 Student Affairs at stuaff@lsue.edu if assistance is needed.

103 Step One is to be initiated by the student within ten (10) business days of the action
104 or decision (see the [Note to Students](#) in Section III-D above). Appeals of final grades
105 must be initiated by the student within 20 business days after the beginning of the
106 next regular semester. A delay in the filing of the appeal may constitute grounds for
107 rejection of the appeal.

108 If the student is unable to contact the employee, then the student should contact the
109 office with oversight over the employee in question, and the Dean or Administrator
110 will contact the employee. If the stated deadline cannot be met due to unavailability,
111 then all parties are to be notified in writing by the Dean or Administrator and a
112 mutually agreeable time should be identified.

113 While a written appeal does not apply during the Step One informal process, the
114 student may wish to consider the following prior to meeting with the employee:

- 115 a. a description of the grievance (see the Definition of [Grievance](#)) including
 - 116 i. the action or decision on the part of an employee that a student perceives to
117 be unfair or unreasonable, or

- 118 ii. the application of standards different from those that were applied to other
119 students under similar circumstances,
- 120 b. a description of the resolution sought, and
- 121 c. any other information the grievant believes to be relevant.

122 The meeting between the student and employee shall take place within ten (10)
123 business days from the time the employee receives the request for a meeting. To
124 maintain privacy, it is expected that the meeting will be held in an office or
125 conference room to minimize others hearing the conversation. The meeting at Step
126 One is informal; however, it is expected to be a candid discussion of items a-c above
127 in an attempt to arrive at a solution. The student and/or the employee may each have
128 an advisor present if either party wishes subject to the [Definition of an Advisor](#)
129 above.

130 The employee may inform the student of the decision during the meeting. After
131 meeting with the student, the employee will respond in writing within ten (10)
132 business days of the decision to the student with a copy to the unit's Dean or
133 Administrator. The written notification to all parties' LSU Eunice email account is
134 required even if the decision was rendered and the student was informed at the
135 meeting. The written notification must also include the date and time the meeting
136 was held including whether the meeting was held face-to-face or by electronic
137 means. If the employee and student cannot reach a resolution, the student may
138 formally appeal the employee's decision through the formal appeals process (see
139 Step 2). If the matter is resolved, then the appeal has been concluded.

140 2. Step Two: Formal Appeal to Administrator

141 The Step Two Formal Appeal Process may take place only after the Informal Appeal
142 Process (detailed in Step One) has occurred per the lines of authority in the
143 department (see [Appendix B](#)). No person may submit the appeal on behalf of the
144 student; however, the student may contact the Office of Student Affairs at
145 stuaff@lsue.edu if assistance is needed.

146 To initiate the Formal Appeal Process, the student or employee must submit the
147 online Complaint Form, hosted at <https://www.lsue.edu/lsue-cares/index.php> within
148 ten (10) business days upon receipt of the Step One employee's decision (see the
149 [Note to Students](#) in Section III-D above).¹ A delay in the filing of the appeal may
150 constitute grounds for rejection of the appeal.

151 The electronic form from <https://www.lsue.edu/lsue-cares/index.php> is received and
152 reviewed by the Office of Student Affairs and is routed to the appropriate Step Two
153 Administrator. The Step Two administrator is the unit head of the area within which
154 the grievance was initiated. For academic appeals, the Step Two Administrator is the
155 Academic Dean. The name and title of the Step Two Administrator can be obtained

¹ After landing on LSUE Cares website, please scroll down to the Student Complaint section and click on Submit a Report. The direct link to the form used to file a complaint is https://cm.maxient.com/reportingform.php?LSUEunice&layout_id=3.

- 156 from the employee in Step One or from the Office of Student Affairs.
- 157 The submitted report should clearly identify the following:
- 158 a. the name of the person(s) against whom the grievance is initiated,
 - 159 b. Student's identification (name, student ID number, major, current address,
160 telephone number, and email address),
 - 161 c. a description of grievance (see the [Definition of Grievance](#)) including
 - 162 i. the action or decision on the part of an employee that a student perceives to
163 be unfair or unreasonable, or
 - 164 ii. the application of standards different from those that were applied to other
165 students under similar circumstances,
 - 166 d. date of action or decision by the person that is to be reconsidered,
 - 167 e. a description of any informal attempts at resolution along with the date and result
168 of the informal meeting from Step One,
 - 169 f. reason(s) for objections to the faculty or employee response in Step One,
 - 170 g. a description of the resolution sought,
 - 171 h. any other information the grievant believes to be relevant, and
 - 172 i. all supporting documentation (i.e. email communications, notes, etc. to support
173 the student's claim),

174 Upon receipt of the form submission with all required information, the Step Two
175 Administrator shall make a reasonable effort to arrange for a meeting within 10
176 business days from the date that the report is received. For students in a health
177 sciences clinical program appealing an action/decision that has an impact on the
178 student's continuation in the program, the Dean shall try to arrange for a meeting
179 sooner, if possible.

180 The Administrator shall investigate the situation and gather all documents from the
181 parties involved. During the investigation, the Dean may hold discussions or request
182 additional information to clarify issues with the student, Program Director,
183 Department Chair, and/or the employee from Step One. The Administrator will
184 impartially consider all information related to the issue and case.

185 The meeting may be held in person or through other forms of communication, such
186 as conference calls or video/web conference. If the stated deadline cannot be met,
187 then all parties are to be notified in writing and a mutually agreeable time identified.
188 The meeting is formal, with a thorough and candid discussion of the grievance in an
189 attempt to arrive at a solution. Meetings typically include the student, faculty
190 member, and the Dean; however, additional University employees with information
191 related to the appeal may be asked to attend at the discretion of the Dean. Both the

192 student and the employee may be accompanied by an advisor (see the [Definition of](#)
193 [an Advisor](#)).

194 The Step Two Administrator may render an oral decision at the close of the meeting,
195 or may take the matter under consideration. All parties shall be informed of the
196 decision in writing within 10 business days of the meeting through their LSU Eunice
197 email accounts. For students in a health sciences clinical program appealing an
198 action/decision that has an impact on the student's continuation in the program, the
199 Administrator (Dean) shall try to notify the student sooner, if possible. If a resolution
200 is not reached, the student may appeal the decision to the next level administrator (see
201 [Appendix B](#)). If the matter is resolved, then the appeal has been concluded.

202 3. Step Three: Appeal to the Next Level Administrator

203 A Step Three Appeal may only occur after the Step Two Appeal has occurred per the
204 lines of authority (see [Appendix B](#)). If the student or employee wishes to appeal the
205 outcome of Step Two, either may appeal to the administrator at the next level in the
206 administrative structure of the University within ten (10) business days from the date
207 of the written decision made after Step Two (see the [Note to Students](#) in Section III-
208 D above). A delay in the filing of the appeal may constitute grounds for rejection of
209 the appeal. No person may submit the appeal on behalf of the student; however, the
210 students should contact the Office of Student Affairs at stuaff@lsue.edu if assistance
211 is needed.

212 The name and title of the Step Three Administrator can be obtained from the
213 employee in Step Two or from the Office of Student Affairs. For academic appeals,
214 the Step Three Administrator is the Vice Chancellor for Academic Affairs and
215 Provost.

216 A link to the appropriate form for submitting an appeal of the outcome of Step Two is
217 included in the written decision letter sent by the administrator in Step Two. The
218 student or employee's appeal must be in writing using the electronic form and shall
219 include the following:

- 220 a. name of the person filing the appeal,
- 221 b. role in the appeal (i.e. student or employee of LSU Eunice),
- 222 c. name and title of the person who heard the Step One appeal, and
- 223 d. name and title of the person who heard the Step Two appeal,
- 224 e. a description of grievance (see the [Definition of Grievance](#)); this should match
225 Step One item (a) and Step Two item (c)
- 226 f. a description of the resolution sought,
- 227 g. reasons that support the resolution sought, and
- 228 h. all documentation from the Steps One and Two.

229 If applicable, an appeal may be heard by a University Wide Hearing Panel if
230 requested by the student or employee (see [Section IV-B: Use of University Wide](#)
231 [Hearing Panels](#)).

232 Upon receipt of this appeal submission, the Step Three Administrator shall forward a
233 copy of the written appeal to the employee and administrator involved in Step Two.
234 Each party in turn has the opportunity to reply with individual written statements
235 supporting the action(s) taken in Step Two. Copies of their replies, if submitted, must
236 be forwarded to all parties.

237 Upon receipt of replies from the Step Two parties, unless a University Wide Hearing
238 Panel has been requested, the Step Three administrator may take one of the
239 following actions:

- 240 a. reach a decision on the basis of the written appeal and the replies;
- 241 b. hold a formal meeting in person, by conference call, or via video/web conference
242 with all parties present and, after discussions, reach a decision; or
- 243 c. refer the appeal to a University Wide Hearing Panel for recommendation. If the
244 student or University employee requested a University Wide Hearing Panel, the
245 administrator shall refer the appeal to a University Wide Hearing Panel for a
246 recommendation. If either party requests a University Wide Hearing Panel, the
247 Step Three administrator shall name a University Wide Hearing Panel as
248 prescribed in [Section IV-B: Use of University Wide Hearing Panels](#).

249 In all cases, the student and employee may be accompanied by an advisor (see the
250 [Definition of an Advisor](#)). Regardless of the method used, the Step Three
251 administrator will make every reasonable effort to decide within 10 business days
252 from the date of receipt of the student's written appeal. For students in a health
253 sciences clinical program appealing an action/decision that has an impact on the
254 student's continuation in the program, the Administrator shall try to notify the student
255 sooner, if possible. If the stated deadline cannot be met, then all parties are to be
256 notified in writing and a mutually agreeable time identified. The decision of the Step
257 Three administrator shall be in writing, with reasons supporting the decision, and
258 copies shall be given to all parties through LSU Eunice email.

259 The decision of the administrator in Step Three concludes the appellate process.

260 B. Use of University Wide Hearing Panels

261 Step Three of the appeal procedure provides for the use of an impartial University Wide
262 Hearing Panel upon request by any of the parties, or at the discretion of the
263 administrator hearing Step Three. A University Wide Hearing Panel to hear appeals
264 applicable to this policy will be appointed by the Step Three Administrator and shall be
265 composed of

- 266 1. four (4) full-time faculty and/or staff members with one from the same program and
267 one from a similar program. The faculty member named in the appeal may not be
268 named to the University Wide Hearing Panel. In addition, no more than two
269 faculty/staff members from the same department/program shall be named. One of

270 which will be named as the Chair (non-voting), and
271 2. two (2) students appointed by the Student Government Association (SGA) President.
272 One shall be from the same program and the second shall be from a similar
273 program. In the event that a student from the same program cannot be named to the
274 University Wide Hearing Panel, the two students from a similar program shall be
275 named.

276 Under the direction of the Chair, the University Wide Hearing Panel will perform its due
277 diligence and may hold meetings prior to the formal hearing to discuss the facts of the
278 case, with or without the affected parties. The University Wide Hearing Panel may also
279 request additional information in writing from the affected parties or speak with
280 witnesses, if necessary. The University Wide Hearing Panel may also contact the Step
281 Three Administrator for clarification on LSU Eunice Policies or Procedures as required.

282 Ultimately, the Chair shall coordinate a time and place to hold the formal hearing with the
283 Step Two Administrator, the employee, and the student in attendance, all of whom may
284 be accompanied by an advisor (see the [Definition of an Advisor](#)) within ten (10) business
285 day from the day the Step Three Administrator received the notification. The Chair
286 conducts the hearing reviewing the facts of the case and, if necessary, will ask those
287 involved to testify if any of the facts are unclear. Meeting minutes will be taken.

288 After the hearing, the University Wide Hearing Panel will deliberate the facts of the case
289 in private and conduct a vote to determine the outcome. Based on the outcome, the
290 Chair will draft the University Wide Hearing Panel's recommendations and upon
291 confirmation of the University Wide Hearing Panel will file the decision with the Step
292 Three Administrator using the University's email within three (3) days. Copies of these
293 recommendations along with the Hearing minutes and the final decision of the Step
294 Three Administrator shall be given to all of the parties and the Chancellor for final
295 disposition.

296 Some federal laws and administrative guidelines issued by the executive branch of the
297 Federal Government for the administration of these laws require the use of hearing
298 panels as a part of the student's appeal procedure. These laws include: Title VI and
299 Title VII of the Civil Rights Act of 1964; Title IX of the Educational Amendments of 1972;
300 Section 503 and 504 of the Rehabilitation Act of 1973; and the Family Educational
301 Rights and Privacy Act of 1974 (The Buckley Amendment). In all student appeals which
302 allege a violation of these laws or guidelines issued to implement these laws, a
303 University Wide Hearing Panel will always be used at Step Three. The University Wide
304 Hearing Panel will be appointed by the Step Three administrator or, at their discretion,
305 the administrator may request the Chancellor to appoint the University Wide Hearing
306 Panel. The person appointing the University Wide Hearing Panel will designate one
307 member to serve as chair.

308 C. Petition for Review

309 Any party who wishes a review of the process or alleges a serious procedural error, or
310 believed that serious abuse of discretionary authority has occurred may file a petition for
311 review with the Chancellor's Office within ten (10) business days after receiving the
312 decision made at Step Three. A delay in the filing of the appeal may constitute grounds
313 for rejection of the appeal. The petition for review must be submitted in writing via email to

314 the Chancellor's Office. The email address for the Chancellor's Office can be obtained by
315 request from the Office of Student Affairs (stuaff@lsue.edu). The petition must contain the
316 following:

- 317 1. a complete statement of the alleged serious procedural error or details of examples of
318 abuses of discretionary authority being appealed,
- 319 2. the relief sought, and
- 320 3. reasons for the relief sought.

321 The petition must be accompanied by all documents produced at Step Three.

322 The Chancellor's Office shall make every reasonable effort to decide within ten (10)
323 business days whether further action should be taken, and in reaching this decision the
324 Chancellor may ask the other parties to make a written reply to the request for a review--
325 or these parties, on their own, may make a written reply. If the stated deadline cannot be
326 met, then all parties are to be notified in writing and a mutually agreeable time identified.

327 If the decision is that a review is not justified, the student and all other parties will be so
328 notified through LSU Eunice email. If the decision is favorable to the petition for review,
329 the Chancellor's Office will hold a formal meeting with the parties and reach a decision
330 on the basis of this meeting and on all written materials furnished. The meeting may be
331 held in person, by conference call, or via video/web conference with all parties present.
332 All parties will be notified of the final decision in writing within ten (10) business days
333 through LSU Eunice email. The decision by the Chancellor's Office shall conclude the
334 matter.

335 **V. Source**

336 [LSU Policy Statement 48: General Procedures for Student Grievances, Complaints, and](#)
337 [Appeals](#)

Appendix A

The following are examples of established student appeal procedures, accompanied by sources of information on appeals procedures:

I. Academic Appeals

Academic Suspension Appeals. See the Registrar's Office Website at <https://www.lsu.edu/registrar/index.php> and click the "Academic Appeals Form" under the "Academic Forms" block.

II. Non-academic appeals

Equal Opportunity. See LSU Eunice Policy Statement 11: Equal Opportunity available at <https://www.lsu.edu/policy-statements/documents/NO11.pdf>.

Financial Aid Appeals. See the Financial Aid Website at <https://www.lsu.edu/studentaffairs/finaidappeals.php> and click on the "Download a Financial Aid Appeals Form" button.

Parking & Traffic Ticket Appeals. See the Regulation of Vehicular Traffic Website at <https://www.lsu.edu/policy-statements/regulation-vehicular-traffic.php>. For Traffic Ticket Appeals, see <https://www.lsu.edu/police/documents/Ticket%20Appeal%20Form.pdf>.

Sexual Misconduct. See the Title IX Website at <https://www.lsu.edu/titleix/>.

Violations of the Code of Student Conduct. See the Student Affairs Webpage at <https://www.lsu.edu/studentaffairs/index.php> or the Student Code of Conduct directly at <https://www.lsu.edu/studentaffairs/docs/Code%20of%20Student%20Conduct.pdf>.

Appendix B Flowchart of Events

