Student Affairs
For Your Information

- USC Upstate English Fluency Grievance Policy: Students who feel that they are unable to understand the spoken and/or written English of an instructor at USC Upstate shall schedule a meeting with the dean of the respective school and make their concerns known. The dean will conduct an investigation and report to the complaining student his/her finding within ten working days of the complaint. In the event student charges are substantiated, the dean and the vice chancellor for academic affairs will take immediate action to rectify the problem. Such action may take the form of replacement of the instructor immediately, intensive remediation of the problem, or any other solution that protects the due process rights of faculty and students. Refer questions to the Academic Affairs Office.

- Policy for Non-Academic Grievances

  A grievance is defined as a dissatisfaction occurring when a student thinks that any condition affecting him/her is unjust, inequitable or creates unnecessary hardship. Such grievances include, but are not limited to, the following problems: mistreatment by any university employee, wrongful assessment and processing of fees, records and registration errors, racial discrimination, sex discrimination, and discrimination based on handicaps, as they relate to nonacademic areas of the University. The grievance procedure shall not be used for appeals of disciplinary decisions, residency classification decisions, traffic appeals decisions or any other type decision where a clearly defined appeals process has already been established. The procedure is as follows:

  The initial phase of the student grievance procedure requires an oral discussion between the student and the person(s) alleged to have caused the grievance. This discussion must take place within ten working days of the incident that constituted the grievance.

  If the student wishes to file an official grievance, a grievance form must be completed and filed with the immediate supervisor of the person alleged to have caused the grievance. The form must be filed with the person's immediate supervisor within five working days of the initial discussion referred to above. The supervisor shall immediately investigate the incident and render a decision. If the student feels the grievance is resolved, the process is complete.

  If the grievance is unresolved, the student may bring the matter before the Grievance Committee by presenting a written statement within ten working days of the supervisor's decision.

  The Vice Chancellor for Student Affairs and Diversity Affairs coordinates the grievance procedure for nonacademic areas and should be contacted for forms and assistance.

- The Student Right-to-Know Act requires higher education institutions that receive federal funds to report graduation rates for students who enter the institutions as first-time, full-time degree-seeking students. In the case of four-year institutions, the rate is based on the number of those students who graduate within six years of enrolling.

  The graduation rate for first-time students who entered the University of South Carolina Upstate on a full-time basis in the fall of 1996 is 36.1%.

  The figure does not include students who transferred from other institutions and graduated from USC Upstate, or those who transferred from USC Upstate to other four-year institutions and graduated from them.

  The graduation rate is also affected by students who change from full-time to part-time status, those who discontinue studies and later return, as well as those who drop out permanently.