



STUDENT POLICY

Policy Number:	SP – SA - 001
Date of Policy:	06/15/2022
Policy Name:	SP – Student Grievance Policy & Procedures
PTC Department:	Student Affairs
Policy Review Date:	01/30/2024
Review Frequency:	Annually
Policy Location(s):	Student Handbook
Policy Objective:	To inform students of their right to file a grievance with the college and to have it addressed in a prompt and equitable manner.

STUDENT GRIEVANCES POLICY & PROCEDURES

Pittsburgh Technical College (PTC) students are encouraged to participate fully in the educational process. To that end, students are provided with the student grievance policy and procedures to ensure their concerns are heard and addressed promptly and equitably.

If a policy or procedure was incorrectly or unfairly applied to a student there is recourse through these procedures. This includes grievances related to disciplinary actions, such as an informal or formal charge against a student's behavior. To ensure a prompt response, please follow the procedures detailed in this policy to register a concern, or to file an appeal against a prior determination.

For purposes of this policy, PTC defines a student grievance as a concern related to one or more of the following:

- Academics/curriculum/faculty
- Administration/staff
- Non-gender-based harassment or discrimination
- Gender-based harassment or discrimination (Title IX Discrimination)
- Privacy of student records (FERPA)
- Appeals against student disciplinary or grievance decisions
- Americans with Disabilities Act (ADA) accommodations



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Bring questions or concerns about this policy to the AVP Enrollment & Student Success. Grievance topics not shown above are in the "all other grievances" section of this policy.

Once a grievance is received, the responding party will schedule an initial meeting typically within 3-5 school days. Generally, a determination will be made within 10-12 school days following that initial meeting. A follow-up meeting will be scheduled to discuss the decision and the appeals process, if applicable.

INFORMAL GRIEVANCE PROCESS

Each student who has a grievance should make a reasonable effort to resolve issues on an informal basis before filing a formal grievance. Meetings and dialogues between the parties directly involved are examples of informal problem-solving strategies that are highly recommended. Both parties are expected to seek a solution that is equitable and satisfactory.

INFORMAL ACADEMIC GRIEVANCE

Basic steps for academic grievances are to:

1. meet with the instructor to discuss the issue and seek redress. After that, if the issue is not resolved then
2. schedule a meeting with the Academic Chair to discuss and remediate the issue. The Academic Chair will investigate the initial grievance along with any new information and will follow up with the student about an appropriate redress, if applicable.

INFORMAL NON-ACADEMIC GRIEVANCE

Basic steps for non-academic grievances are to:

1. meet with the other person/party involved in the grievance to discuss and remediate the issue. If the issue cannot be resolved at this level,
2. meet with the department manager or director to address the concern.

If the grievance is not satisfactorily resolved at this level the student may file a formal grievance by following the procedures shown below.



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FORMAL GRIEVANCE PROCESS

To begin the formal process, students fill in and submit the [Student Grievance Form](#), The program, or department leadership (listed below), or designee, will typically schedule a meeting with the student in 3-5 school days.

ACADEMIC/CURRICULUM/FACULTY

Technology and Trades

- School of Energy and Electronics Technology
- School of Information Systems and Technology
- School of Trades Technology
- School of Design and Engineering Technology
 - David Becker, Academic Chair – The School of Trades Technology, and School of Energy and Electronics Technology, becker.david@ptcollege.edu, 412-809-5182
 - Michael Russel, Academic Chair - The School of Information Systems Technology & The School of Design, russel.mike@ptcollege.edu, 412-809-5399

Nursing and Healthcare

- School of Nursing
- School of Healthcare
 - Kimberly Jutca-Taylor MSN Ed., RN, Academic Chair – The School of Nursing and School of Healthcare, JutcaTaylor.Kimberly@ptcollege.edu, (412) 302-8833

Business, Culinary Arts, Criminal Justice, Online Offerings

- School of Business
- School of Criminal Justice
- School of Online
- School of Culinary Arts (American Academy of Culinary Arts)
- School of Hospitality



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- Michele R. Zollner, MBA, Academic Chair, School of Business, School of Criminal Justice, and General Studies, Zollner.Michele@ptcollege.edu, 412.809.5269

Financial Aid, Scholarships, and Grants

- Megan Lee, Financial Aid Director, Third Floor, lee.megan@ptcollege.edu, or 412-809-5191

FERPA (privacy of student records)

- Melissa Brown, Compliance Manager, 3rd Floor, brown.melissa@ptcollege.edu, 412-809-5337.

Student Affairs, Student Housing

- Melissa Gnoth, Executive Director Student Life, 3rd Floor, Gnoth.Melissa@ptcollege.edu, 412-809-5257.

ALL OTHER GRIEVANCES

PTC students and employees may use [EthicsPoint](#) to file a report on any of the following topics:

- Non-Gender Bias, Discrimination, or Harassment, Gender-based or Sexual Harassment/Title IX Discrimination
 - Lindsay Seal, Title IX Coordinator, 1111 McKee Road, Oakdale, PA 15071, 3rd Floor HR Department, seal.lindsay@ptcollege.edu, or 412-809-5311.
- Abuse of Authority
- Accounting and Auditing Matters
- Confidentiality
- Confidentiality of physical and electronic data that includes personally identifiable information of a PTC student, employee, vendor, or other party transacting business with PTC.
- Conflict of Interest
- Disclosure of Confidential Information
- Employee Misconduct
- Improper Giving or Receiving of Gifts



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- Improper Safety/Working Conditions
- Improper Supplier or Contractor Activity
- Offensive or Inappropriate Communication
- Other
- Research/Scientific Misconduct
- Violence or Threat

APPEALS

A [Request for Appeal](#) must be filed within three business days of the hearing or formal Grievance determination. Any exceptions are made at the discretion of the applicable PTC representative, which is the Interim Dean of Academic Affairs, Vice President Enrollment & Student Success, or Title IX Coordinator (sexual harassment cases) depending on the subject.

Information on the appeals process is located in the Student Handbook or Consumer Information webpage.

OUTSIDE RESOURCES

Grievances may be brought to the attention of the Pennsylvania Department of Education Bureau of Postsecondary and Adult Education (PDE) and/or the Middle States Commission on Higher Education.

Pennsylvania Department of Education

Bureau of Postsecondary and Adult Education
333 Market Street, 12th Floor
Harrisburg, PA 17126-0333
Fax: 717-772-3622
Website: [PDE Grievance Procedure](#)
Email: RA-pls@pa.gov

Middle States Commission on Higher Education

1007 North Orange Street,
4th Floor, MB #166,
Wilmington, DE 19801.
Phone: (267) 284-5011



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E-mail: info@msche.org

Students who have an ADA or Title IX Discrimination Grievance may contact The Office of Civil Rights at the US Department of Education for assistance.

Office for Civil Rights, Enforcement Office

US Department of Education,

The Wanamaker Building

100 Penn Square East, Suite 515

Philadelphia, PA 19107-3323

Telephone: 215-656-8541, FAX: 215-656-8605; TDD: 800-877-8339

Email: OCR.Philadelphia@ed.gov

[Click here to file a Grievance with the Office of Civil Rights](#)