

AUSTIN PEAY STATE UNIVERSITY
POLICIES AND PROCEDURES MANUAL

POLICY NO.: V:11:04 DATE: March 1, 1982
SUPERSEDES POLICY NO.: None DATED: _____
SUBJECT: Student Appeal Procedure
APPROVED: Robert O. Riggs, President *Robert O. Riggs*

Introduction

All students at Austin Peay State University are eligible to apply for and receive consideration for University administered student financial aid programs. Applications are considered on a non-discriminatory basis with regard to race, sex, age, religion or national origin. Students wishing to appeal the decision of the Student Financial Aid Office with regard to their financial aid award may do so without fear of reprisal.

The purpose of this policy is to establish procedures for receiving student financial aid appeals, adjudicating same, and making recommendations for redress to the appropriate officials of the University. This policy will be administered by the Vice President for Student Affairs, who will develop and publish procedures for the processing of financial aid related grievances filed by students.

Procedure

1. When a student applying for financial assistance believes that his/her request for aid has been denied for questionable reasons, resolution should be sought with the Assistant Director of Student Financial Aid or the Student Financial Aid Counselor. If these discussions are not satisfactory, the student will then be directed to the Director of Student Financial Aid.
2. The student will meet within three working days to discuss the grievance with the Director of Student Financial Aid. If the grievance is not resolved on this basis, the Director will request a written grievance from the student, detailing the questionable reason(s) why he/she believes the request for financial assistance was denied. This written grievance must be submitted within three working days after the conference with the Director. The Director will then investigate thoroughly the charges in the written grievance and respond in writing to the student within five working days. If the student is not satisfied, or the Director fails to respond within the proscribed time period, the student may go to the Vice President of Student Affairs for a review of the matter.

3. If the Vice President for Student Affairs cannot resolve the grievance, he will refer it to the chairperson of the University Student Financial Aid Appeals Committee. Within three working days the chairperson will appoint a subcommittee composed of at least one student member and four other members of the committee, one of whom shall be elected to serve as chairperson.
4. The subcommittee will, within five working days, grant a hearing to the student, after which it will present a comprehensive report of its findings to the Vice President for Student Affairs. The Vice President will review the findings of the committee and make a recommendation both to the Director of Student Financial Aid and the President of the University for approval. The Office of Student Financial Aid shall then follow through with the recommendations of the committee in regard to restoration or continued denial of financial aid to the student.
5. All materials relating to each grievance will be filed with the Office of the Vice President for Student Affairs. Notation of the grievance process and resultant outcome will be made in the student's financial aid file.