College of Nursing & Health Professions Student Grievance Policy

In accordance with the provost’s policy, the College of Nursing & Health Professions (CNHP) believes that students should be made aware of how to file a complaint for perceived violations of rules, policies, civility or established practice by university employees or fellow students should that become necessary.

If you have been approved for reasonable accommodations, but feel those accommodations have not been provided appropriately, you should immediately contact the Office of Disability Resources (ODR) at resolution.OED@drexel.edu. Drexel University’s Reasonable Accommodation of Individuals with Disabilities Policy (OED-2) can be found here.

If you feel that you have been treated differently, harassed, or retaliated against on the basis of your race, color, national origin, religion, sex, sexual orientation, disability, age, status as a veteran or special disabled veteran, gender identity and expression, genetic information, and/or other characteristic prohibited by law, you should contact the Office of Equality and Diversity (OED) at resolution.OED@drexel.edu. Drexel University’s Equality and Non-Discrimination Policy (OED-1) can be found at any time here.

If you have an issue that arises around grading, teaching, instruction, academic advising, or a college/department policy that you would like to grieve, the procedure is to seek an informal or prescribed solution:

1. First, arrange a meeting with the faculty, administrator or staff involved to resolve the issue in an appropriate, equitable and respectful manner.
2. If the issue is not resolved in a mutually satisfactory manner, the meeting may be followed up with the faculty, administrator or staff’s direct supervisor by emailing cnhpstudentappeals@drexel.edu.
3. If the issue is still not resolved in a mutually agreeable manner, then the university offers a formal resolution process for you as described on the Student Concerns & Complaints Website.

Updated August 2020
Academic Dismissal Appeal Process

Students are formally notified of an academic dismissal in writing by letter and email. If you had an extenuating circumstance that may affect the decision of dismissal, please provide a detailed explanation of the circumstances in your formal appeal.

Appeal Process

1. A student has until Monday of the first week of the next academic term in which they are scheduled to be enrolled (class or co-op) to submit a formal appeal letter* to the department chair and copying CNHPStudentAppeals@drexel.edu. The letter should include the program name and why the student is appealing.
2. The decision of this first level appeal is made by the Department Chair.
3. If the student is not satisfied with the decision of the Department Chair, the student may escalate the appeal by sending a formal appeal* letter to the College of Nursing and Health Professions (CNHP) Student Services Department at CNHPStudentAppeals@drexel.edu to exercise due diligence.
4. The appeal is reviewed by CNHP senior leadership.
5. The decision of the college is considered final for undergraduate students, and there are no further avenues for appeal. Graduate students can appeal the final decision to the Graduate College.

Please click here to see Drexel University’s Undergraduate Student Academic Standing Policy. Please click here to see Drexel University’s Graduate Student Academic Standing Policy.

If a student does not appeal their Academic Dismissal by Monday of the first week of the next academic term in which they are scheduled to be enrolled (class or co-op), at that point, the student will be considered Permanently Dismissed.

Due Diligence of Student Services Department

1. The CNHP Student Services Department gathers all relevant documentation to the appeal, including transcripts, previous appeal letters, assignments, grades, etc…
2. In order to obtain the personal account, the CNHP Student Services Department schedules a meeting with the student (Teleconference, Face-to-face, Zoom, etc.)
3. All relevant information is reviewed and if necessary, further clarification is sought.
4. A decision letter** is rendered from the CNHP Student Services Department to the student articulating the decision (copied on the letter is Chair and Senior Associate Dean of the Department). The recommendation letter:
   a. upholds the decision of the Department Chair, or
   b. recommends that the student remain in the program

* A formal appeal is a written request for a review of the student grievance (dismissal notification or appeal notification)
** All letters illustrate the next steps for the students to follow.

Updated September 2020
Grade Appeal Process

Students may file a formal appeal if they feel that their grade on an assignment, test, or their final grade does not accurately reflect their academic performance in accordance with the syllabus/grade rubric. A grade appeal is an official process and can be filed, if the student can provide justification for one or more following reasons:

- There was an arithmetic error made in calculating the grade on an individual assessment or final grade;
- The student can prove that an assessment or final grade was given in an arbitrary or capricious manner (i.e., deviation from the policies stated on the course syllabus); or
- The student can prove that the faculty member failed to invoke the use of a predetermined and communicated rubric/scoring system or failed to communicate expectations for an assignment(s)

Appeal Process

1. The formal appeal* must be completed by the end of the subsequent term in which the original assignment or final grade was received.
2. Grades may be appealed by submitting a formal appeal* letter with supporting documentation for review by the faculty. The appeal process begins by emailing the course instructor and copying cnhpstudentappeals@drexel.edu for review.
3. If the student is not satisfied with the decision of the course instructor, a formal appeal letter with supporting documentation is sent to cnhpstudentappeals@drexel.edu for review by department leadership.
4. If the student is not satisfied with the decision of the department leadership, the student may appeal in writing to the college’s senior leadership by emailing CNHPSstudentappeals@drexel.edu.
5. A decision is rendered by the senior leadership of the College of Nursing and Health Professions. This decision is final.

Please click here to see Drexel University’s Undergraduate Grade Appeal Policy. Please click here to see Drexel University’s Graduate Grade Appeal Policy.

Due Diligence of Student Services Department

1. The CNHP Student Services Department gathers all relevant documentation to the appeal.
2. In order to obtain the personal accounting of the appeal, the CNHP Student Services Department schedules a meeting with the student (Teleconference, Face-to-face, Zoom, etc.)
3. All relevant information is reviewed and if necessary, further clarification is sought.
4. A decision letter is sent from the CNHP Student Services Department.

*A formal appeal is a written request for a review by the student