

Pertinent Policy Information for All Texas College Students The following policies are for your information and review.

Class Attendance Policy

The class attendance policy can be found on page 26 of the College Catalog

The student is responsible for attending all lectures, seminars, laboratories, and field work for each registered class (beginning with the first day of class scheduled) in order to verify registration with instructors, and to complete all work assigned for the course. If a student does not attend class during the first week (first five instructional days) of the semester, or does not attend five consecutive class sessions and does not give prior notification to the instructor of reasons for absence and intent to attend the class, the student may be recommended to the Vice President of Academic Affairs to be administratively withdrawn from the course.

The student will be held accountable for adhering to the College Attendance Policy and are expected to attend class as scheduled. Instructors are not obligated to allow students to submit late assignments because of their absence unless the absence(s) have been officially excused. An officially excused absence, however, gives the individual who missed the class an opportunity to do the work assignment late but in no way excuses him/her from the work required. Official excuses are granted by the Vice President for Academic Affairs for authorized College activities, verified personal illness, or illness or death in the student's immediate family.

Students should understand that absences may jeopardize their grades. **A student will be permitted one unexcused absence per credit hour of the course in which he/she is enrolled. Any student whose unexcused absences exceed the number permitted may, at the discretion of the instructor, be assigned a grade of —F or be dismissed from the class.**

Absences may count from the first official date of classes and not from the first day the student attends. It is the responsibility of the instructor to keep an accurate attendance record of all students enrolled. Students receiving veterans' benefits are required to attend classes according to the regulations of the Veterans Administration in addition to those regulations set by the College for all students.

Students absent from class for any of the reasons listed below may, at the discretion of the instructor, receive an **excused absence** by presenting the proper documentation as indicated in the Table below:

Excused absences and acceptable documentation

Reason	Documentation
Personal illness or illness of immediate family member	Physician's statement
Death in immediate family	Funeral program
Patriotic duty (military or jury duty; court appearance, etc.)	Copy of notice or summons
Performance of co- or extra-curricular obligations to the College (travel with athletic teams, class field trips, conferences, seminars, fine arts performance, etc.)	Written statement from sponsor or notice from either the Office of Academic Affairs or Student Affairs

Grade Appeals Process

Grade Appeals Process can be found on Page 23 of the College Catalog

If a student wishes to appeal a grade after the initial grade has been reported, the following steps should be followed:

- The initial appeal for posted grades begins with a discussion between the instructor and the student;
- If a grade change is granted, the instructor must complete a Change of Grade Form and submit it to the Registrar's Office after it has been approved by the Vice President of Academic Affairs;
- However, if there is no resolve for the grade in question, a written statement should be submitted to the division chair for consideration; and
- The Vice President of Academic Affairs has the final decision in grade resolutions that cannot be settled in the aforementioned steps.

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Student Refund Policy

Student Refund Policy can be found on page 18 of the 2010-2011 College Catalog

A refund is defined as financial aid and/or cash payments minus the amount retained by the institution for the student's actual period of enrollment. Any student who withdraws from the institution may be eligible for a refund of institutional charges, according to the published refund policy. However, a student who received financial aid and withdraws from the institution may be required to refund all or a portion of the financial aid awards to the appropriate financial aid programs.

The effective date of withdrawal will be the date when the withdrawal is officially completed and recorded by in the Office of the Registrar. In order to receive a full refund, the official withdrawal must be completed and recorded in the Office of the Registrar on or before the 12th class day for the fall or spring terms. For the summer term the withdrawal must be completed by the 2nd day of the summer term.

If the school determines that a student did not begin the withdrawal process or otherwise notify the school of the intent to withdraw, the school may determine the appropriate withdrawal date. The school may use as the student's withdrawal date the student's last date of attendance at an academically-related activity. The school must document that the activity is academically-related and document the student's attendance at the activity. Examples of academically-related activities include, but are not limited to, an examination, a tutorial, computer-assisted instruction, academic counseling, and turning in a class assignment.

Student Complaint Policy

Student Complaint Policy can be found on Page 59-60 of the Student Handbook

Texas College has adequate procedures for addressing written complaints by students and can demonstrate that the procedures for resolving complaints are followed. The College has engaged a codified and systematic process to make certain that all students who have a grievance can have the opportunity for review and resolve. A student grievance is any complaint made in writing by a student to an appropriate administrative officer of the College alleging unfair, unreasonable, arbitrary, capricious, and/or discriminatory applications of College policies. A grievance may result from academic experiences, non-academic matters involving administrators, staff, or student organizations or matters related to alleged discrimination on the basis of race, color, national origin, age, gender, disability, creed, or marital status.

Students may file a grievance or register a formal complaint by presenting the complaint in writing to the appropriate administrative officer of the College.

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| • Sexual Harassment (Employee-Student) | Human Resources Officer |
| • Sexual Harassment (Student-Student) | Vice President/Dean of Students |
| • Academic Matters | Vice-President/Academic Affairs |
| • Financial Matters | Vice-President/Business and Finance |
| • Others | Vice President/Dean of Student Affairs |

Office Locations to File Written Complaints

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| • Human Resources Officer | Martin Hall, First Floor |
| • Vice President for Academic Affairs | Martin Hall, First Floor |
| • Vice President for Business and Finance | Martin Hall, First Floor |
| • Vice President/Dean of Student Affairs | McKinney Hall, First Floor |