

## Student Responsibilities

High Point University students have a responsibility to uphold the University Honor Code, Conduct Code as well as other rules and processes. When students behave contrary to University rules and processes, the University will take appropriate action, up to and including exclusion from the University or the withholding or revocation of academic degrees.

Additionally, students are responsible to self-advocate for themselves to University Administration about any alleged violations of the Guide to Campus Life that directly affects them. Third party reporting is not accepted.

## High Point University Rights and Responsibilities

In order to fulfill its mission “to deliver educational experiences that enlighten, challenge, and prepare students to lead lives of significance in complex global communities,” High Point University has the authority to maintain order within the University and to discipline students. The University may even exclude students who are disruptive of the educational experiences.

When deemed necessary for continuation or readmission at High Point University, a student may be required to enter into a Behavioral Agreement. A Behavioral Agreement will delineate terms which must be met in order for the student to remain at High Point University. The Agreement will state a time period in which it will be in effect.

## Student Complaints

The High Point University *Procedure for Student Complaints* governs complaints the student puts in writing and submits to a University official. This *Procedure* applies to

all students, undergraduate and graduate. This *Procedure* ensures timely, fair, and efficient resolutions with the maintenance of individual privacy and confidentiality to the extent practicable. This *Procedure* cannot be used to challenge the finding of the Executive Committee of the University, a standing committee whose decision is final. Further, this procedure is not intended to address complaints regarding sexual assault or misconduct. Please see the Title IX Policy to file a report of this nature.

### ***Informal Resolution of a Complaint:***

Discussion, in many instances, can resolve a complaint. The student is encouraged to bring a problem to the person who has responsibility for the objectionable action or situation. This is merely an option for the student and it has no bearing on the student seeking a formal solution to the problem through the involvement of University officials.

### ***Formal Resolution of a Complaint:***

When students seek the formal intervention of University officials, they must submit a written complaint to the Assistant Vice President for Student Life in the Office of Student Life, 3rd Floor, John and Marsha Slane Student Center, 336-841-9231. Because a student complaint can involve any aspect of the University, the Assistant Vice President for Student Life is the appointed University official to guide all written student complaints.

***Student Complaint Form:*** A student submits a *Student Complaint* form through an online submission. When submitted, the complaint is routed to the Assistant Vice President for Student Life. The Student Complaint form should be submitted as soon as possible after the event giving rise to the complaint. The complaint must be submitted by the end of the semester in which it arises, or within ten days after

the incident giving rise to the complaint, to better assure the availability of all parties involved in the complaint. When completing the Student Complaint form, the student is expected to write about each of the following factors as it relates to the complaint:

1. The specific action or decision involved in the complaint;
2. The consequences of the action or decision;
3. What resolution is being sought or desired; and
4. Why the desired resolution should be granted

***Facilitation of a Written Complaint:***

The Assistant Vice President for Student Life reads the complaint and determines if it should be directed to a more appropriate University official and/or office and advises the student accordingly. Some of the officials for handling complaints include the ones listed below.

- **Athletics & NCAA Violations**  
Athletic Director  
Jerry and Kitty Steele Center
- **Computer Services**  
Norcross Hall
- **Dining Services**  
Vice President for Facilities and Auxiliary Operations  
North College Administration Building
- **Accessibility Resources**  
Director of Accessibility Resources and Services  
4th Floor, Smith Library
- **Discrimination**  
Assistant Vice President for Student Life  
John and Marsha Slane Student Center  
Director of Human Resources  
Roberts Hall

- **Facilities**  
Vice President for Facilities and Auxiliary Operations  
North College Administration Building
- **Financial Aid**  
Director of the Office of Financial Planning  
Roberts Hall
- **Parking**  
Director of Security and Transportation  
North College Administration Building
- **Residence Life**  
Assistant Vice President for Student Life  
John and Marsha Slane Student Center
- **Sexual Misconduct**  
Director of Title IX  
John and Marsha Slane Student Center
- **Student Accounts/Billing**  
Director of Student Accounts  
Roberts Hall
- **Student Conduct Code Violation**  
Assistant Vice President for Student Life  
John and Marsha Slane Student Center

***Timeline for Responding to a Complaint:***

The appropriate University official responds to the student complaint, generally, within 10 business days following the receipt of the written complaint.

***Maintenance of Student Complaints:***

Submitted *Student Complaint* form is maintained by the office of the Assistant Vice President for Student Life.

*In order to remain in compliance with consumer disclosures and as required by federal regulations under 34 CFR 600.9, the following link is provided to allow students the option of filing a formal complaint with the N.C. Department of Justice, Consumer Protection Division if they feel an injustice against them has occurred. You may go to <http://ncdoj.gov/Consumer.aspx> or by calling (877) 566-7220.*