

Section XIII: POLICIES GOVERNING STUDENTS

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XIII.A. HOUSING

Students are responsible for their own housing arrangements.

The College assumes no responsibility for creating housing opportunities for its students and assumes no liability regarding student housing. New and returning students who have submitted their tuition deposits may request whatever housing information the College may have received, but the College is not obligated to acquire or distribute that information and makes no recommendations or arrangements regarding housing. New Saint Andrews students should understand that they are competing for housing with students at the University of Idaho and Washington State University. Spring is usually the best time to secure an apartment for the following academic year. Some families in the area have opened their homes to New Saint Andrews students as boarders.

XIII.B. STUDENT GRIEVANCE POLICY

XIII.B.1. Academic Grievances and Appeals

All grievances, disputes, and appeals related to the educational and academic preparation of the student should be handled with Christian charity, following biblical ethics and the letter and spirit of the College's Code of Conduct. Grievances, no matter how justified, do not warrant violations of the Code of Conduct. Students who violate the Code of Conduct in their pursuit of a grievance may be subject to separate disciplinary action regardless of the merits of the initial grievance.

Students who have an academic grievance against a faculty member, staff member, school policy, or school action should submit a complaint in writing to the relevant person or office. The complaint should specify the details of the grievance and that the student is filing a grievance as specified by the *Student Handbook*. The faculty member or appropriate College employee must respond in writing within seven working days.

If the student is not satisfied with the response, the student may file an appeal, in writing, to the Dean of the College within fourteen days of receiving the previous response. The Dean may call an ad hoc committee to consider the matter. The student's appeal should specify the reasons why the decision does not adequately resolve the student's grievance. The Dean will provide a written response to the student within fourteen days.

If the student is not satisfied with the response of the Dean, the student may file an appeal, in writing, to the President of the College within fourteen days of receiving the Dean's response. Again, the appeal should specify the reasons why the previous decisions do not adequately resolve the student's grievance.

If the student is not satisfied with the response of the President, the student may file an appeal, in writing, to the College's Board of Directors.

All communication between the student and the College regarding the grievance shall be confidential.

Unresolved grievances, once the College's appeals process has been exhausted, may be appealed to the Idaho State Board of Education for resolution, as allowed by IDAPA 08.01.11.500.

XIII.B.2. Personal (Non-Academic) Grievances and Appeals

All other grievances, disputes, and appeals within the College community should be handled with Christian charity, following biblical ethics and the letter and spirit of the College's Code of Conduct. Grievances, no matter how

justified, do not warrant violations of the Code of Conduct. Violations of the Code of Conduct, such as gossip, disrespect, or malice, may be subject to separate disciplinary action regardless of the merits of the initial grievance.

If a student has a personal grievance or complaint against a faculty or staff member, we urge the student not to harbor the complaint, but to bring it forward in a biblical manner, lest the complaint turn into a root of bitterness, which defiles many (Heb. 12:15). To act biblically the student should bring the complaint to the offending party first, in a spirit of humility, as directed in Matthew 18:15-17 and 1 Cor. 6:1-8. If, for any number of reasons, the student feels that he is not equipped to confront the offending party, the student may speak with the Director of Student Affairs or the Dean for help in confronting the offending party.

If the student is not satisfied with the results of the first confrontation, the student may ask that the Director of Student Affairs or that the Dean act as a second witness in confronting the offending party.

If this does not bring about satisfactory results or if the student feels that this is not an option, then the student may file a formal complaint by writing a letter to the Dean describing the complaint and indicating that the letter is intended as a formal grievance as specified by the Student Handbook. The Dean will have up to seven working days to investigate and respond to the student. If the Dean feels that the grievance that has been brought before them is of a severe nature, he may request that an *ad hoc* committee fulfill the job of investigating into the grievance and responding to the student. An investigative committee has up to 14 working days to report to the Dean. The Dean has up to 21 working days total to respond to the student.

If the student is not satisfied with the Dean's response, the student may appeal, in writing, to the College President, within fourteen days of receiving the previous response. The appeal should specify the reasons why the previous decision(s) do not adequately resolve the student's grievance. The President will respond, in writing, within thirty days.

If the student is not satisfied with the response of the President, the student may file an appeal, in writing, to the College's Board of Directors.

The Board of Directors' decision is final on all personal (non-academic) matters.

The student's grievance and all written communication will be kept confidential.

If there are concerns about College's grievance and appeal process, a student may contact the Transnational Association of Christian Colleges and Schools, the College's accrediting body.

Transnational Association of Christian Colleges and Schools
P.O. Box 328
Forest, Virginia 24551
Phone (434) 525-9539 • Fax (434) 525-9538
E-mail: info@tracs.org

XIII.C. TUITION AND FEES

The College sets tuition and fees at a level that cover basic institutional expenses and keep the costs of attending New Saint Andrews affordable for most Christian families committed to the covenantally faithful education of their children.

XIII.C.1. Tuition Payment Agreements

New Saint Andrews College depends on the student tuition payments made in a timely and orderly manner. The College provides a tuition payment agreement to each student prior to the beginning of the school year so that both the College and its students can plan their budgets accordingly. Tuition agreements distributed by the College's Business Office each spring must be returned by the posted deadline, accompanied by a **non-refundable deposit** which is applied to the first payment.