



429 POLICY – Academic Affairs

429.1 Statement of Policy

In order to promote a learning environment which maximizes student success, academic standards and procedures should be explicitly stated, recognized, and followed by all faculty and staff. The Faculty Senate, with the approval of the Vice President for Academic Affairs, shall have the responsibility to create procedures which will seek to achieve this mission and purpose. These are all included in the procedures section of this policy.

Adopted February 2017

Revised December 2021



429 PROCEDURE – Academic Affairs

429.1:1 Add, Drop, and Withdrawal

Students wishing to add, drop, or withdraw from a course can contact Student Services in person or through Redlands email. Students are strongly encouraged to visit with their professor when considering dropping or withdrawing from a course.

Add: Students may add a course after the start of the semester until the deadline specified in the academic calendar (typically the end of the first week of the semester). When adding a course after the start of the semester, meeting with the professor is strongly encouraged to familiarize with the course and catch up on any missing work.

Drop: Students may drop a course for a full refund and no penalty before the deadline specified in the academic calendar (typically at the end of the second week of the semester). No grade will be recorded to transcript.

Withdraw: Students may withdraw from a course before the deadline specified in the academic calendar (typically the end of the third-to-last week of the semester). A letter grade of “W” will be recorded to transcript.

429.1:2 Full-time Faculty Office Hours

It is important for faculty to establish reasonable expectations of availability and accessibility to their students. Specifically, it is vital for students to be afforded an opportunity to communicate with faculty outside established modality of instruction (i.e., face-to-face, IETV, hybrid or online) and in a structured and meaningful fashion. In keeping true to this premise, all full-time faculty instructing for Redlands Community College are required to hold office hours throughout the period of contracted instruction.

For face-to-face instruction, faculty must set aside time equal to a minimum half of their full-time contractual responsibility. For example, someone with a 15-credit load should have at minimum 7.5 hours of office time.

Faculty teaching online, hybrid or IETV classes must hold office hours equal to aforementioned minimum: half of their full-time contractual responsibility. Faculty office hours should be synchronous but given nature of course may be asynchronous. For these classifications of instruction, faculty are to make alternative arrangements with students to be available online or by telephone.

Office hours must be (1) included in the course syllabus and (2) visibly posted on the faculty’s office door. If, for any reason, a faculty member cannot meet stated office hours, it will be the faculty member’s responsibility to inform students of said



development. A communication must also be dispatched to the Department Head who in turn will be responsible for ensuring students are made aware of absence.

Normal office hours are to be maintained during the course of the entire semester.

429.1:3 Grading Procedure

All faculty are now required to use Canvas to track and report grades. While grades remain stored within the Canvas gradebook, it is recommended that faculty maintain a back-up file either digitally or on paper to proactively anticipate any technical errors in Canvas.

If a faculty member fails to properly submit required course grades to the Registrar's Office, the Department Head may work with all the resources available – including, but not limited to, the course syllabus, assignment rubrics, and faculty in the discipline – to fairly assess students' progress and completion for the remainder of the course. The Department Head would then be responsible for the finalization and submission of those student grades to the Registrar's Office.

Faculty are required to grade assignments and provide feedback at least 48 hours prior to the next similar type of assignment or within 10 business days of being turned in by the student. In some circumstances, the timeline may be extended past the 10 business days, however, this timeframe must be noted in the syllabi of when the assignment will be graded. The timeline for feedback is to help provide students direction for the next similar assignment. Gradebooks must be kept current for the students. This requirement does not apply to student work that is submitted after the original due date.

429.1:4 Incomplete Grades

A grade of "I" (Incomplete) is exceptional and given only to students whose coursework has been satisfactory through the semester, but have been unable to complete all course requirements because of illness or other extenuating circumstances beyond their control. A student cannot be failing a course and request an Incomplete.

At least 70% of the coursework must be completed before an Incomplete can be considered. The professor has sole discretion on issuing an incomplete for a course. All missing assignments, papers, and exams must be completed by the end of the semester following the term for which the incomplete has been granted.

However, if a student has received a military deployment, that student needs only to have completed 50% of the class coursework at the time an Incomplete is requested. In addition, a student on a military deployment may have up to five years to complete the missing work.



If a professor is no longer employed by the College, the Department Head may review the student's work and offer a final grade calculation.

Procedures

1. Students must request an Incomplete from their professor before the last week of the semester or term.
2. Students will receive notification via their Redlands email account of the default grade if they do not complete the missing work in the allotted time.
3. The professor will submit a hard copy of the Incomplete form (available online) to the Registrar by the day grades are due.
4. The student will notify the professor when all missing work has been completed.
5. The professor will score all work and submit the grade change from "I" to the earned grade within two weeks after the student has informed the professor of completion.

If missing work is not completed by the end of the following semester, the transcript grade will remain an Incomplete until changed by the professor. If the Incomplete is to be replaced by a letter grade (A, B, C, D, F), a Grade Change form must be completed by the end of the allowed time frame with the letter grade representing the calculation of all course work that is required in the syllabus. The Registrar's Office will contact the professor to confirm the final grade calculation.

Incomplete grade forms are required to be submitted to the Registrar's Office for any student receiving an "I" grade for the term. These forms are available at the Registrar's Office or on the my.Redlandsccl.edu site under dashboard.

Grade changes can be made by faculty, either by filling out the required paperwork at the Registrar's Office, or by submitting the required information via email ONLY from your Redlands Community College faculty email address to records@redlandsccl.edu.

429.1:5 Administrative Withdraw Procedure

An administrative withdraw (AW) may be initiated by the professor to indicate a student has been involuntarily withdrawn by the institution. Such institutional penalties must follow formal institutional procedures. Administrative withdraws are GPA neutral.

While it is preferable for students to withdraw themselves until the deadline for doing so, an administrative withdraw may be initiated by faculty for the following:

- For students who are no longer attending class or submitting work or are failing, an administrative withdraw may be initiated only after a retention request has been



filed and all measures to communicate with the student have been taken without effect.

- For students who experience extenuating circumstances – including, but not limited to, illness and death of an immediate family member that would prevent them from completing their coursework in any given semester, an administrative withdraw may be initiated. Administrative withdraws cannot be used for military deployments. Please refer instead to the procedure on filing an Incomplete.
- For students who must be removed from a classroom due to disciplinary issues, an administrative withdraw may be initiated after the faculty has reported and discussed the situation with the Department Head.

429.1:6 Third-Party Instructional Technology

Third-party systems in education can refer to external providers that offer services, products, and goods to schools, or to the integration of external applications into a school's system.

While we encourage academic freedom, use of third-party instructional technology must be approved by the Department Head and the Chief Information Officer/Chief Information Security Officer and available for access by the Instructional Designer.

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