



Southern  
New Hampshire  
University

## SOUTHERN NEW HAMPSHIRE UNIVERSITY DISPUTE FORM

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The Office of Dispute Resolution offers online students a process for having their concerns heard, researched and reviewed by the parties responsible for making final decisions. Students who have attempted to resolve their concerns directly through communication with faculty and staff, and have been unable to reach a satisfactory outcome, may submit this form to begin the review process.

Once the form is received by the Office of Dispute Resolution, you will be outreached typically within 1-2 business days, though it may take longer. The Dispute Resolution team works to resolve cases as quickly as possible. To help expedite the process, please attach all relevant documentation and emails to the dispute form when submitting.

Due to federal privacy laws, all correspondence from the Office of Dispute Resolution will be sent to the student's SNHU email address.

### **Please Note:**

If you are an Advisor submitting the dispute form on behalf of a student, please reach out to a member of the Dispute Resolution team before moving forward.

Please forward this form and any supporting documents that you may have (Email communications, doctor's notes, photos, police reports, etc.) to **[coceappeals@snhu.edu](mailto:coceappeals@snhu.edu)**.





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## BACKGROUND

First and Last Name: \_\_\_\_\_

Role (Student, Advisor, etc.): \_\_\_\_\_

Phone number: \_\_\_\_\_

SNHU email address: \_\_\_\_\_

Student ID Number: \_\_\_\_\_

Nature of this Report (**Please Choose**):

- ☐ Academic Issue
- ☐ Administrative Issue
- ☐ Financial Concern
- ☐ Personal Concern
- ☐ Disability Concern
- ☐ Discrimination Concern
- ☐ Technical Issue
- ☐ Withdrawal Concern

Course Number: \_\_\_\_\_

## INVOLVED PARTIES

Please list any individual parties (instructor/reviewer, advisor/coach, staff member, classmate, etc.) that are involved. If there are no additional parties, please leave blank.

1. Full Name: \_\_\_\_\_

Role (Student, Advisor, Instructor, etc.): \_\_\_\_\_





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2. Full Name: \_\_\_\_\_

Role (Student, Advisor, Instructor, etc.): \_\_\_\_\_

3. Full Name: \_\_\_\_\_

Role (Student, Advisor, Instructor, etc.): \_\_\_\_\_

4. Full Name: \_\_\_\_\_

Role (Student, Advisor, Instructor, etc.): \_\_\_\_\_

## QUESTIONS

Please let us know the nature of your complaint. Select only your primary concerns.

### Academic Issues:

- ☐ Course Content/Learning Materials Issue
- ☐ Course Prerequisite/Student Preparedness Issue
- ☐ Grade Plagiarism/Turn it in Concern
- ☐ Grade Posting/Grade Change Concern
- ☐ Grading Arbitrary or Capricious
- ☐ Incomplete Issue
- ☐ Instructor Communication/Participation Concern
- ☐ Late Assignment Issue
- ☐ Rubric/Guidelines/Announcement Concern
- ☐ Suspension/Dismissal Concern





**Administrative Issues:**

- ☐ Graduation Fee/Ceremony/Honors Concern
- ☐ SNHU Transcript Concern
- ☐ Transfer Credit Issues
- ☐ CFA/CBE Trial Period Concern
- ☐ Never Registered/Participation Concern
- ☐ Registration Error/Miscommunication
- ☐ Withdrawal Error/Miscommunication
- ☐ Late Response/No Outreach (Admission)
- ☐ Late Response/No Outreach (Advising)
- ☐ Late Response/No Outreach (SFS)

**Financial Concerns:**

- ☐ Amazon Voucher/Payment Issues
- ☐ Book Balance/Book Voucher Concern
- ☐ Collections/Payment Plan Issue
- ☐ Discount Issue
- ☐ Employer Reimbursement Concern
- ☐ FAFSA/Financial Aid Documents Issue
- ☐ Financial Aid Award Miscommunication/Error
- ☐ Guild Payment Issue
- ☐ Military Benefits Concern
- ☐ SAP Appeal Issue





**Personal Concerns:**

- ☐ Death in Family/Household
- ☐ Medical/Mental Health (Family Member)
- ☐ Medical Issue (Student)
- ☐ Mental Health Issue (Student)
- ☐ Military Obligation
- ☐ Natural Disaster
- ☐ Pregnancy/Childbirth/Parenting of Newborn
- ☐ Abuse/Domestic Violence
- ☐ Broken/Stolen/Lost Computer
- ☐ Divorce/Separation
- ☐ Financial Insecurity/Work Commitments
- ☐ Housing Insecurity/Homelessness/Eviction
- ☐ Incarceration
- ☐ Legal Issues
- ☐ Loss of Internet/Phone/Electricity

**Technical Issues:**

- ☐ Brightspace/Course Links/Course Software Issue
- ☐ IT Service Desk Delay/Miscommunication/Error
- ☐ Technical Issues with Withdrawal Form





**Disability Concerns:**

- ☐ Disability: Course/Learning Materials Accessibility
- ☐ Disability: OAC/Academic Accommodations Concern
- ☐ Disability: SNHU Website/Links/Resource Accessibility

**Discrimination Concerns:**

- ☐ Discrimination: Age
- ☐ Discrimination: Disability
- ☐ Discrimination: Gender/Gender Identity or Expression
- ☐ Discrimination: Genetic Information
- ☐ Discrimination: Marital or Parental Status
- ☐ Discrimination: OAC/Academic Accommodations Concern
- ☐ Discrimination: National Origin/Citizenship
- ☐ Discrimination: Pregnancy
- ☐ Discrimination: Race/Color/Creed/Ethnicity
- ☐ Discrimination: Religion
- ☐ Discrimination: Sexual Orientation
- ☐ Discrimination: Veteran/Military Status
- ☐ Retaliation as a Result of Student Complaint





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Please provide a detailed explanation of what occurred and how it impacted your ability to successfully complete your coursework during the term in question.

If this is an academic concern, have you reviewed the **University's Grade Appeal Policy**?

- ☐ Yes
- ☐ No
- ☐ I'm not sure





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Please explain the steps you took to resolve your concerns prior to submitting this form.

Please explain what you would like the outcome of this process to be.







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If you are using military education benefits, please select the benefit type.

- ☐ Tuition Assistance
- ☐ Post 9/11 GI Bill
- ☐ Vocational Rehabilitation and Education

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