



Clarksville Theological College & Seminary

911 West Main Street / P.O. Box 535

Clayton, NC 27528

919-553-6774

info@ourclarksville.com

www.ourclarksville.com

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Student Rights and Responsibilities

2024-2025

Student Rights:

The following rights are those privileges afforded to all Clarksville students who are actively enrolled, whether on campus or through distance learning. These rights do not supersede any responsibility of each student to abide by the laws and regulations applicable to any other citizen. Any action or conduct that meets the definition of a crime under any state, federal, or local law is prohibited.

Spiritual Development:

Students have the right to expect the College to provide reasonable opportunity for spiritual growth and well-being. Students are responsible for personal engagement in individual devotional life, chapel, church services, prayer meetings, and Christian service opportunities.

Academic Support:

All students, whether learning on campus or through distance learning, have the right to academic instruction, facilities, and classroom equipment that will provide reasonable opportunity for success in their field of study. It is the responsibility of students to invest adequate time and effort in their studies, to avail themselves of library and academic facilities, and to engage with faculty in academic pursuits.

Student Complaint/Grievance Policy:

The objective of the Student Complaint/Grievance Policy is to ensure that the concerns and complaints of students are addressed fairly and are resolved promptly. Complaints related to this policy are usually the result of behavior that the student feels is unjust, inequitable, or creates an unnecessary hardship.

Anti-Harassment:

Students have the right to be treated with dignity, free from harassment in any form. Students are responsible to demonstrate Christian kindness and charity in all their relationships. It is the responsibility of any student who believes that he has been the subject of legitimate harassment (not frivolous or groundless allegations) to report the incident immediately to a representative of the Clarksville Administrative staff who will follow the College's due



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process in the investigation of the alleged harassment. Any student who is responsible for harassment will be subject to disciplinary action.

Non-Discrimination:

Students have the right to access Clarksville’s educational programs and activities without discrimination, based upon the College discrimination policy as follows:

Clarksville Theological College & Seminary offers access to its educational programs and activities based upon biblical standards and applicable laws that permit its right to act in furtherance of its religious objective. Clarksville admits students of any race, color, national origin, and ethnic origin to all the rights, privileges, programs, and activities generally accorded or made available to students at the school. It doesn't discriminate on the basis of race, color, national origin, and ethnic origin in administration of its educational policies, admission policies, scholarship programs, and other school-administered programs.

Should a student feel that discrimination has taken place in violation of this policy, it is the student’s responsibility to report the matter immediately to the Administrative Offices of Clarksville.

Appeals and Grievances:

Students have the right to expect the College to uphold its policies and to administer them accurately and equitably. If a student wishes to contest an academic or disciplinary decision, he may file an appeal or grievance without fear of retaliation or recrimination.

Academic Appeal:

Students may request that a decision affecting their academic standing be reconsidered by submitting a written appeal of the decision to their Department Chair, or the Registrar. Decisions that may be appealed include issues affecting program status, application of academic policy, the determination of a grade, and allegations of cheating or plagiarism.

An Academic Appeal Committee consisting of Department Chairs, and the Academic Vice President will review the facts related to the case and determine whether the decision in question should stand. The decision of the Academic Appeal Committee is final.

Disciplinary Appeal:

Students may request that a decision affecting their disciplinary record be considered by submitting a written appeal of the decision to the Administrative Staff of Clarksville. The written request must be submitted within two weeks of the disciplinary decision.

An Appeal Committee will meet, hear the appeal, and determine if the penalties are warranted. The decision of the Appeal Committee is final.



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Grievance:

A grievance may be filed regarding any situation or action personally affecting the student that was caused by the violation, mishandling, or misapplication of a specific provision of a policy, rule, statute, or regulation of the College.

A student is expected to first discuss the problem with the Business Office and give a reasonable opportunity for the problem to be resolved. Having done that without satisfactory results, it would then be appropriate to proceed with the grievance report procedure if the student desires.

The student may obtain a Student Grievance Report for academic or student life related issues from the College Business Office. The student will return the form explaining the problem to the Business Office within two weeks of the occurrence in question. Failure by the student to comply with this time limit will constitute a waiver of the grievance. Within two weeks of the written submission, the student will be invited to present his view on the matter to the Grievance Committee and will be notified of the final decision.

Informal Complaints:

Many complaints can be resolved through an informal process beginning with talking with those directly involved and/or responsible. In most cases, matters can be resolved at such a level without a formal complaint. Informal attempts seeking resolution MUST occur before filing a formal complaint. If a student has a complaint and does not know where to begin an informal resolution, the College Business Office will offer assistance to identify the appropriate office or individual.

Formal Complaints:

Whenever possible, students are encouraged to seek an informal resolution of the matter directly with the faculty, staff or individual(s) involved. Often a complaint can be resolved in this way. However, if an informal approach is neither successful nor advisable, the student should file a formal complaint. Formal complaints must be submitted in writing and may be obtained from the College Business Office. Each submitted form will receive an email response to verify that the complaint has been received.

Based on the complaint and information obtained through investigation, the administrator considering the grievance will review the material provided by the student, and may, at the administrator's discretion, gather additional information that will be helpful to a decision.

The administrator will determine the validity of the complaint, develop a plan for resolution of the issue and will submit written notification of the final decision. Typically, complaints will be investigated and resolved within 30 business days. All aspects of student complaints shall be treated as confidential in accordance with Clarksville's policies regarding the confidentiality of student records.

Student Complaints: The State Authorization Unit of the University of North Carolina System Office serves as the official state entity to receive complaints concerning post-secondary institutions that are authorized to operate in North Carolina. If students are unable to resolve a complaint through the institution's grievance procedures, they can review the [Student Complaint Policy \(PDF\)](#) and submit their complaint using the online complaint form at <https://studentcomplaints.northcarolina.edu/form>.



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For more information contact:

North Carolina Post-Secondary Education Complaints
223 S. West Street, Suite 1800
Raleigh, NC 27603
(919) 962-4550

To file a complaint with the Consumer Protection Division of the North Carolina Department of Justice, please visit The State Attorney General's web page at: <http://www.ncdoj.gov/complaint>. North Carolina residents may call (877) 566-7226. Outside of North Carolina, please call (919) 716-6000. En Espanol (919) 716-0058. If you choose to mail a complaint, please use the following address:

Consumer Protection Division
Attorney General's Office
Mail Service Center 9001
Raleigh, NC 27699-9001

