



**SCENARIO: Student Grievance**

**Backstory:** Stacy is a non-traditional student, about 25 years old, caring for her young daughter while living with her mother. Both Stacy and her mother work at a local grocery store as cashiers. Stacy can be very emotional and seems to be overwhelmed with tasks with deadlines, frequently bursting out in tears when discussing assignments (anything about assignments) or when discussing topics that seem close to home.

Stacy is begging to submit an assignment late based on her backstory above. You are aware of this story and are sympathetic, but also know there are 74 other students in the class, some of whom are also non-traditional students. You have in your syllabus that you will allow students to submit work late for full credit only under extreme situations at your discretion. When do you cross the line to extreme hardship? This assignment is worth 35% of final grade and students knew about it for 2 months prior to the due date, based on the syllabus and class reminders. Stacy is now trying to submit the assignment a week after the deadline, and this is the first time you are hearing about this request.

**Your objectives:**

* Establish a good rapport with Stacy in what might be a difficult conversation
* Recommendations for next steps about Stacy’s request for a grade extension