

**From:** [Valencia, Jennifer](#)  
**To:** [REDACTED]  
**Subject:** RE: Grade Grievance  
**Date:** Wednesday, June 30, 2021 10:07:00 AM  
**Attachments:** [image001.png](#)

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Good Morning

Thank you for your patience and follow-up on this matter. Dr. Lamb has reviewed the Grade Grievance Form and all supplemental details provided by the Dean, instructor and yourself. He finds no grounds to question or overturn the Dean's decision. If you still wish to meet with Dr. Lamb, please let me know but the Dean's decision is final per college procedures.

Sincerely,

**Jennifer Valencia**

***Executive Secretary***

Vice President's Office, Academic Affairs

Santa Ana College

(714) 564-6080

***Consistency/Responsibility/Harmony/Adaptability/Arranger***

**Santa Ana College inspires, transforms, and empowers a diverse community of learners.**



-----Original Message-----

From:  
Sent: Thursday, June 24, 2021 11:33 AM  
To: Valencia, Jennifer <[Valencia\\_Jennifer@sac.edu](mailto:Valencia_Jennifer@sac.edu)>  
Subject:

\*\*External Email\*\*

Good evening Ms. Valencia.

I just wanted to reach out to you and see if there was any update on the report that I made and if there had been any decisions on meeting with Dr. Lamb

Regards,

Sent from my iPhone

Caution: This email originated from outside of the district. Do not click on links or open attachments unless you validate the sender and know the content is safe.

**From:** [Galvan, Javier](#)  
**To:** [Lamb, Jeffrey](#)  
**Cc:** [Valencia, Jennifer](#)  
**Subject:** Re: Grade Grievance Report completed for  
**Date:** Monday, June 7, 2021 2:16:29 PM  
**Attachments:** [image001.png](#)  
[es suicide report.pdf](#)  
[Plagiarism support.docx](#)  
[Dean Galvan Grade Grievance Form Vicky Torres.pdf](#)

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Hello Dr. Lamb.

I am sending the Student Grade Grievance Report for . She submitted it to your office on 6/1/2021. I reviewed her information as well as the response and evidence provided by the instructor (Rebecca Ortiz). **My resolution is that the student's grade should not change due to extremes cases of plagiarism.** I am sending you the report and the attached documentation so your office can deliver it to the student.

If you have further questions, please let me know.

Javier

[Dr. Javier A. Galván](#)

Interim Dean of Humanities and Social Sciences  
Santa Ana College. *Working Remotely.*  
Tel. (714) 564-6500

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**From:** Ortiz, Rebecca  
**Sent:** Wednesday, June 2, 2021 10:55 AM  
**To:** Galvan, Javier  
**Cc:** Valencia, Jennifer  
**Subject:** Re: [EXTERNAL] Re: Grade Grievance

Javier,

Here is the form. I have attached some of the history on this situation. Please let me know if there is anything else you need from me.

Rebecca Vasquez Ortiz  
Associate Professor of Psychology  
Santa Ana College

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**From:** Galvan, Javier  
**Sent:** Wednesday, June 2, 2021 10:12 AM  
**To:** Ortiz, Rebecca  
**Cc:** Valencia, Jennifer  
**Subject:** Fw: [EXTERNAL] Re: Grade Grievance

Hello Dr. Rebecca Ortiz,

One of your former students ( ) has filed a formal Grade Grievance Form with Dr. Lamb regarding her grade in one of your PSYC classes. She is essentially asking to review the grade she earned (C) in your class. Please see the attached form she filled out. To support her case, she provided a summary in the email below to Dr. Lamb, and an image of a previous email for reference.

The form does provide a section for the instructor to respond. **Please fill out that section (and sign it), and return it to me as soon as possible, preferably by 6/7.** Since the box in the form is kind of small, you can attach a separate document with your response, and any supporting documentation you consider relevant.

Once I get your response, I will fill out the dean's section, and we'll submit it to Dr. Lamb for review. He might meet with the student for final resolution on this matter.

Javier

[Dr. Javier A. Galván](#)

Interim Dean of Humanities and Social Sciences

Santa Ana College. *Working Remotely.*

Tel. (714) 564-6500

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**From:** Valencia, Jennifer  
**Sent:** Wednesday, June 2, 2021 8:44 AM  
**To:** Galvan, Javier  
**Cc:** Lamb, Jeffrey; Valencia, Jennifer  
**Subject:** FW: [EXTERNAL] Re: Grade Grievance

Good Morning Javier,

Student , has completed the attached form along with a summary below and a supporting email for reference. Can you please have Professor Ortiz and yourself complete the remainder of the form? Afterwards, Dr. Lamb can review and assess if he will need to meet with you and/or the student.

Thank you,

**Jennifer Valencia**

***Executive Secretary***

Vice President's Office, Academic Affairs

Santa Ana College

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**From:** '

**Sent:** Tuesday, June 1, 2021 8:56 PM

**To:** Valencia, Jennifer <Valencia\_Jennifer@sac.edu>

**Subject:** [EXTERNAL] Re: Grade Grievance

The reason for my email is because I wanted to have a meeting with Dr. Lamb about the C that I received in psychology 160 last fall 2020 semester. My first negative encounter with it when I reached out to her that she was deducting points for my format on canvas so I reached out to canvas and they let me know that it wasn't canvas that was formatted my papers incorrectly it was the teacher's format that was set. I did send an email which I will include. I proceeded to explain myself to you about what Candace had let me know I never got a reply on canvas nor email but I was still getting points deducted. I started to worry about my grade and after multiple failed attempts at trying to communicate with the professor I reached out to the dean of psychology after speaking to a counselor about the situation I did not feel like I obtained any help. This class was an eight week off so when finals came I was at a high B on October 18th after taking my final Ms. Ortiz proceeded to start regrading all of my assignments and Change my grade to zeros claiming that After cheer already graded them and give them the feedback which I have screenshots of my grades before and after. I asked several of my classmates to canvas if they experiencing the same issue with going back and re-graded their assignments to zeros and I had a couple of students reply to me and say no. I do believe that Miss Ortiz got upset at me for reaching out to the Dean's office to try to obtain a solution When I kept getting a vacation that my grade went from a B to a C and it continued throughout the day that she was re-grading all my assignments I had a meltdown and I went to a dark place At what time the time I was taking microbiology, physiology, and psychology while working with COVID at UCI very hard to reach out for help to the suicide hotline because of the situation that I was going through I don't think that I deserve a C in the class because I reached out for help I believe that the retaliation on with unfair and also thought I was targeted by Miss Ortiz. I am seeking a meeting With Dr. Lam where I can discuss the situation further and show the proof that I have and hopefully obtain the grade that I think I earned. Underneath I will include the email that I spoke about where I did CC the dean I am not able to upload many pictures to an email but I can print them out into show proof of what my grade was before and after regrading and the feedback that was provided by Miss Ortiz before claiming that I had plagiarized anything.

Regards,

**\*\*External Email\*\***

RANCHO SANTIAGO COMMUNITY COLLEGE DISTRICT  
SANTA ANA COLLEGE  
STUDENT GRADE GRIEVANCE FORM

Student Name: \_\_\_\_\_ Date: 6/1/21  
Last First MI

Student Address \_\_\_\_\_  
Street city zip

Student ID #: \_\_\_\_\_ Phone #: \_\_\_\_\_

Course Title: PSYC 160 Section #: 87493

Instructor: Rebecca Ortiz Semester: Fall 2020

**Student:** State as concisely as possible the nature of your grievance and what remedy is sought.  
(attach additional sheets if needed)

See email response

\_\_\_\_\_ Date: \_\_\_\_\_  
Date discussed with instructor Student Signature

**Instructor Comment:**

\_\_\_\_\_ was a student in my online Psychology 160 course. Although \_\_\_\_\_ struggled with some of the technical aspects of Canvas, she received multiple zero scores for plagiarism. I provided various opportunities to resubmit work using her own language. Her final major writing assignment contained multiple paragraphs that were copied directly from major psychological journals and did not address the writing prompt but instead explored the theoretical basis of the concepts. Although I would have typically assigned a letter grade of F in this situation, given the pandemic and multiple obstacles students and faculty have faced, I believed that \_\_\_\_\_'s early work met the student learning outcomes of a letter grade of C.

\_\_\_\_\_ Date: 06/02/2021  
Instructor Signature

**Division Dean Resolution:**

I carefully reviewed the information provided by student \_\_\_\_\_ that is directly related to her grade, and I also reviewed the response and the documentation provided by Professor R. Ortiz. My decision is that the grade that \_\_\_\_\_ received in her PSYC 160 is appropriate (C). A crucial factor here is that Professor Ortiz provided 11 tangible examples of serious plagiarism in the student's assignments. Academic dishonesty is an extremely serious offense that is clearly articulated in our SAC's catalog (p.55). However, the instructor decided to be lenient with the student given the challenging times we are all living.

\_\_\_\_\_ Date: 6/7/2020  
Division Dean Signature

## Model 5 Discussion Board – Developmental Theories

Behaviorism is a theory of learning which states all behaviors are learned through interaction with the environment through a process called conditioning it refers to the idea that behavior is simply a response to the environmental stimulus.

**Behaviorism, also known as behavioral psychology, is a theory of learning which states all behaviors are learned through interaction with the environment through a process called conditioning. Thus, behavior is simply a response to environmental stimuli.**

<https://www.simplypsychology.org/behaviorism.html#:~:text=Behaviorism%2C%20also%20known%20as%20behavioral,a%20response%20to%20environmental%20stimuli.>

## Model 6 Discussion Board – Prenatal Development

Fertilization is the process in which haploid gametes fuse to form a diploid cell called a zygote.

**Fertilization is the process in which haploid gametes fuse to form a diploid cell called a zygote. To ensure that each zygote has the correct number of chromosomes, only one sperm can fuse with one egg.**

<https://www.khanacademy.org/science/high-school-biology/hs-reproduction-and-cell-division/hs-fertilization-and-development/a/hs-fertilization-and-development-review#:~:text=Human%20fertilization%20and%20development,can%20fuse%20with%20one%20egg.>

## Video Response – Infancy

these bonds are based on the child's need for safety, security, and protection, paramount in infancy and childhood.

**between a child and a caregiver these bonds are based on the child's need for safety, security and protection, paramount in infancy and childhood**

<https://quizlet.com/49746390/attachment-theory-flash-cards/>

## Video Response – Middle Childhood

Parents and teachers can help build a child's various schemas to promote learning and development throughout the stages. This can be achieved by giving children plenty of exposure to the outside world.

**Parents and teachers can help build a child's various schemas to promote learning and development throughout the stages. This can be achieved by giving children plenty of exposure to the outside world.**

<https://www.healthline.com/health/piaget-stages-of-development#other-terms>

## Video Response – Adolescence

The region of the brain known as the amygdala is responsible for immediate reactions which include fear and aggressive behavior.

Scientists have identified a specific region of the brain called the **amygdala** that is responsible for immediate reactions including fear and aggressive behavior. This region develops early. However, **the frontal cortex**, the area of the brain that controls reasoning and helps us think before we act, develops later. This part of the brain is still changing and maturing well into adulthood.

[https://www.aacap.org/AACAP/Families\\_and\\_Youth/Facts\\_for\\_Families/FFF-Guide/The-Teen-Brain-Behavior-Problem-Solving-and-Decision-Making-095.aspx#:~:text=Scientists%20have%20identified%20a%20specific,before%20we%20act%2C%20develops%20later.](https://www.aacap.org/AACAP/Families_and_Youth/Facts_for_Families/FFF-Guide/The-Teen-Brain-Behavior-Problem-Solving-and-Decision-Making-095.aspx#:~:text=Scientists%20have%20identified%20a%20specific,before%20we%20act%2C%20develops%20later.)

### Discussion Board – Adolescence

Puberty involves distinctive physiological changes in an individual's height, weight, body composition, both the adrenal glands and sex glands mature.

Puberty involves distinctive **physiological** changes in an individual's height, weight, body composition, **sex** characteristics, and circulatory and respiratory systems. These changes are largely influenced by hormonal activity.

<https://courses.lumenlearning.com/teachereducationx92x1/chapter/physical-development-in-adolescence/>

### Video Response – Late Adulthood

Biological death refers to the vital organs ceasing to function.

There are several aspects of death. Biological death refers to the vital organs ceasing to function. As a person goes through the active process of dying, the body goes through a process of shutting down. This means an increase in sleep, perhaps, the person may stop eating as digestion begins to slow down, the blood may pool on the underside of the body forming dark patches or mottling as circulation slows. And breathing may become more sporadic and raspy. Clinical death occurs when the brain ceases to function.

<https://courses.lumenlearning.com/suny-hccc-ss-152-1/chapter/lecture-lesson-11/#:~:text=There%20are%20several%20aspects%20of,a%20process%20of%20shutting%20down.&text=Clinical%20death%20occurs%20when%20the%20brain%20ceases%20to%20function.>

### Discussion Board – Late Adulthood

It is important to be able to distinguish between the unavoidable effects of primary aging and the preventable consequences of secondary aging.

it is important to distinguish between the unavoidable effects of primary aging and the preventable consequences of secondary aging. Primary aging is a consequence of biological factors that are largely uncontrollable. Secondary aging can be influenced by lifestyle changes.

<https://quizlet.com/23319330/chapter-13-summary-flash-cards/#:~:text=and%20secondary%20againg-.it%20is%20important%20to%20distinguish%20between%20the%20unavoidable%20effects%20of,be%20influenced%20by%20lifestyle%20changes.>

## Video Response – Death and Dying

This is a common defense mechanism that will buffer out the shock that someone is dealing with from the loss of someone.

Denial is a **common defense mechanism** that buffers the immediate shock of the loss, numbing us to our emotions. We block out the words and hide from the facts.

<https://psychcentral.com/lib/the-5-stages-of-loss-and-grief/617/#:~:text=Denial%20is%20a%20common%20defense,and%20hide%20from%20the%20facts.>

## Discussion Board – Death and Dying

Denial is a common defense mechanism it buffers the immediate shock of loss numbing us to our emotions we block out reality. This stage is a temporary response that carries us through the first wave of pain.

Denial is a common defense mechanism that buffers the immediate shock of the loss, numbing us to our emotions. We block out the words and hide from the facts. We start to believe that life is meaningless, and nothing is of any value any longer. For most people experiencing grief, this stage is a temporary response that carries us through the first wave of pain.

<https://www.thomkesslertherapist.com/blog--articles/archives/05-2020>

## Thought Paper #2

The zone of proximal development that Vygotsky theory asserted that children and early adults are active constructors of knowledge and their cognitive development because it is naturally embedded in a cultural context. Referring to the difference between what the child can do without help and what he or she can achieve with help, encouragement, and guidance from a teacher, parent, or caregiver. Vygotsky believed that when a student is in the zone of proximal development for a particular task, providing appropriate assistance will give the student enough of a boost of confidence to achieve the task on their own rather than depending on guidance. Scaffolding is the breaking up the idea or thought that is being taught so that it is learned in chunks which allow a tool, or structure, with each chunk allowing the learner to learn by pieces and not all at once. If you have ever tried to teach a child to learn something chances are you spoke to them and described what you were doing while you demonstrated the skill and let them work along with you throughout the process. You assisted them when they seemed to need it, but once they knew what to do-you stood back and let them go. This is scaffolding. This approach to teaching has also been adopted by educators. **Rather than assessing students on what they are doing, they should be understood in terms of what**



they are capable of doing with the proper guidance. One of the techniques of teaching that can be applied is molding. Molding is a teaching technique where the person teaching the material demonstrates a new concept and the student learns by observing. Whenever a teacher demonstrates a concept for a student that teacher is molding. If teachers realize that there is no oneway which student goes on about learning, someways are more effective than others and it depends on the child. Molding is one of the best ways to teach someone something because most human behavior is learned through observing. Disposition molding is a way where the teacher conveys personal values and ways of thinking and applies them to their teaching some examples can include diagrams and pictures. The teacher demonstrates the task but the student will have to do this on their own. Lead learners are theones who are doing the modeling. Some classroom examples can be group work settings creating activities. Like any other type of learning, there are advantages to molding and disadvantages. Some of the advantages are It often makes it unclear clearer, Some activities cannot be expressed in words so by using observations we can express these activities way better. The teacher engages with students in a more intimate learning setting and particular behaviors that encourage learnings it promotes inclusivity allowing the teacher and student to cooperate in a task. Some disadvantages are the students may begin to expect models, students will be less able to accept what is being modeled and not challenge it and students may reduce their thinking and creativity skills so they might become dependent on someone modeling for them. Differential cognitive performance across cultural contexts. The sociocultural approach views children's learning and cognitive development from the vantage point of historically situated activities that are mediated by symbolic and material artifacts, such as language and technology. Cognitive development is a cultural process. More experienced cultural members and the practices, institutions, and artifacts of the culture provide support and guidance for children as they develop knowledge and thinking skills, human development and learning originate in social, historical, and cultural interactions. The idea of learning driving development, rather than being determined by the developmental level of the learner, fundamentally changes our understanding of the learning process and has significant instructional and educational implications. Vygotsky views language as man's greatest tool, for means of communicating with others but also because he believed that language developed from social interactions and was a great way to communicate effectively. Language is so powerful when children are growing up because it is the main interaction where adults can transmit information to children. Language the first thing that every human first interacts with even when they are in the womb of the mother they respond to language. Everything is learned through two forms of levels the first one is through interactions with others and the second is through the structure. Reciprocal teaching can be used to improve the student's ability in learning from the text this method-focuses on practicing key skills that include summarizing, questioning, clarifying, and predicting. As this is practice the teacher's role in the process reduces because the student is able to do it on his or her own. If as a society we incorporate methods and allow teachers to elaborate on different ways of teaching different students it would increase the chance of learning to become a lot easier for students. I think a good idea would be to develop an entry exam at the beginning of school that would allow teachers to view what kind of learning style works for each student and use those results to figure out a method of placing students that learn the same way in the same classroom, therefore, they can engage and learn together as one with the right learning technique. It is known that this way of learning does not only work on children but it works on any age personso we can focus on

teaching teachers how to understand these ways of learning and teaching that way we develop a better pattern of teaching and focus more on each individual's way of learning rather than trying to teach children something that they are not going to understand because they learn differently compared to others. Like other theories that have been researched this one has been extensively researched and altered by other theories and ideas I think this is a theory that can continue to develop and we can change into a more intimate interaction between her learn her and the teacher allowing students to expand on their knowledge and finding out which way of learning works for them.

This approach to teaching has also been adopted by educators. Rather than assessing students on what they are doing, they should be understood in terms of what they are capable of doing with the proper guidance. (7)

<https://courses.lumenlearning.com/atd-fscj-childpsychology/chapter/behavioral-learning-theory-social-learning-theory-and-cognitive-theories/>

The sociocultural approach views children's learning and cognitive development from the vantage point of historically situated activities that are mediated by symbolic and material artifacts, such as language and technology, and societal institutions of the culture in which growth occurs [Cole, 1996; Göncü & Gauvain, 2012; John-Steiner, 1985; Rogoff, 2003; Valsiner, 2000; Vygotsky, 1987; Wertsch, 1985]. This approach emphasizes the contributions to cognitive development from peers, kin, and other adults in the community, which create opportunities for learning through social psychological processes such as modeling, instruction, guidance, and shared activity. These opportunities, which are explicitly and implicitly arranged to fit with the developmental and individual needs of children, occur in formal and informal settings and permeate the activities in which children engage on their own and with others.

<https://www.karger.com/Article/FullText/339451>

> I am writing this email because professor Ortiz stated that I had told her that I wasn't going to fix my assignment but I have proof that I did not say that. I reached out to the suicide hotline today since there was no one else to reach out to at sac and they told me to write this email. One I feel like professor Ortiz is retaliating against me because I reached out for help that one first time. I took screenshots of everything she regraded before and after with the feedback and I also screenshot others discussions if I'm receiving a zero for those assignments then so should every other student because they are similar. She did not even grade the last 4 assignments I had asked her to grade it's obvious she doesn't know how to handle feedback when it is negative. I feel like this is excluding me or pinpointing me because she is not doing that to other students. In the bottom I'm including the screenshot of the message professor Ortiz claims I said I wasn't going to address the issue with my paper I never said anything about not addressing it where I didn't. Second is a picture of the assignments that were not graded and still aren't. The third screenshot is one of my discussion posts where she regraded from a 13/15 to a 0 I also included screenshot of other students work that is similar to mine. If a teacher is going to harass and pinpoint one student for feedback and reaching out to help when she wasn't addressing the issue then maybe she shouldn't be a professor especially at a community college. The mental health and mental breakdown that I had today to the point where I had to reach out to the suicide hotline to help me out because of the stress that this professor has put me under all semester is something that no student should have to go through especially when I had already reported this same professor previously. I will be reaching out to the college tomorrow Monday during my break and the district itself I look forward to a reply.

>

> Sincerely,

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>