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| Title of Policy/Procedure: Student Academic Grievance | Approval Responsibility (Title & Name): UG Chair, Jeanean Boyd DNP, MSN, RN |
| Approved by (Title & Name): UG Chair, Jeanean Boyd | Last Date of Approval: Spring 2018 |
| Communication Requirement and Date: Posted in BSN Handbook and all syllabi. UEPC reviewed and approved | Date for Next Review: Fall 2021 |
| Official SharePoint Location Name and Path: UG SharePoint, Policies and Procedures | Comments: Any change initiated in the must be approved through UEPC |

In an attempt to resolve a complaint, the student must first make a serious effort to resolve the matter with the individual with whom the grievance originated.

Faculty of the course has the primary responsibility for assigning grades. Appeals of the official grade assigned to a student for a course will not, therefore, be considered at levels above the faculty unless a student offers evidence of:

- **Differential treatment** – examples might be providing benefits such as extra time for assignments to some but not all students in the class, excluding some students from attendance or other course requirements, OR
- **Procedural irregularities** – examples might be adding a new requirement that was not listed in the class syllabus; using criteria for grades not made available to the student ahead of time.

RESPONSIBILITIES OF THE FACULTY

At the outset of a course, the faculty will provide students an overview of the expectations related to the course (e.g., assignments, grading, absences, and academic dishonesty). The faculty will ensure that the grading policies are uniformly applied to all students in the class.

If an appeal process begins and if additional documentation is requested from the faculty, then the faculty must provide the documentation requested within 10 business days. Failure to supply the requested material may be considered as a cause for a finding in the student's favor.

RESPONSIBILITIES OF THE STUDENT

Step 1. The student must first discuss the issue or grade with the faculty involved. (If a clinical grade, this would be the Clinical Faculty. If the issue cannot be successfully resolved, then the student will discuss the matter with the Lead Teacher/Faculty of Record).

Step 2. In the event the student and the faculty are unable to reach agreement, or the faculty is unavailable, the student may request a meeting with the Lead Teacher/Faculty of Record's supervisor. (Director of Student Support/Program Director as an example.) At this meeting, the student must

present evidence of either Differential treatment or Procedural irregularities. Disagreement with the faculty's assignment of a grade is not grievable

Step 3. In the event the student and the Associate Chair/Program Director are unable to reach agreement, the student must complete the **Student Academic Grievance Form**. The form is available in the **Dean's Office**.

PROCEDURES

1. Before a student appeals to the Department Chair/Associate Dean of the Department, the student must have attempted to resolve the complaint with the Program Director or Associate Chair.
2. An appointment with the Department Chair of the involved Undergraduate program may be scheduled to review the grievance procedures. This is not an interview to review the details of the grievance.
3. Complete the Student Academic Grievance Form using additional sheets of paper if necessary. Return the completed form to the Office of the Chair/Associate Dean of the Department.
4. The Chair/Associate Dean will appoint a committee of neutral faculty from within the Department to review the Appeal. The Committee shall be composed of at least 3 faculty who are unrelated to the issues or persons involved. The Chair of the Committee will be designated by the Chair/Associate Dean at the time of appointment. The Chair of the Committee will contact all members and provide information and establish a meeting within 5 business days.
5. The Committee will review the appeal and all supporting documentation that has been submitted. The Committee may request an interview with the faculty and/or the student. The student may request the opportunity to meet with the Committee.
6. The Committee's recommendations will be provided to the Chair/Associate Dean within 10 business days of completion of deliberation.
7. Following review, the Chair/Associate Dean will inform the student of the decision in writing. The decision will be mailed to the student at the address provided on the Student Academic Grievance Form.
8. The Chair/Associate Dean will notify the Dean of the decision.