



**ADMINISTRATIVE POLICY - #03-10-07 (2018)
STUDENT ACADEMIC GRIEVANCE POLICY**

Policy Title: Student Academic Grievance Policy

Policy Type: Administrative

Policy Number: ADM Policy #03-10-07 (2018)

Approval Date: 09/04/2018

Responsible Office: Provost/Vice President for Academic Affairs

Responsible Executive: Provost/Vice President for Academic Affairs

Applies to: College Community

POLICY STATEMENT

STUDENT ACADEMIC GRIEVANCE POLICY

I. INTRODUCTION

Wiley College assures students that any concerns they have about their educational experience are addressed in a responsive and timely manner. Concerns regarding educational experience in the classroom that are not covered by other College policies (e.g., harassment or discrimination issues) are covered by this policy.

This policy concerns student grievances about pedagogical issues and the quality of the students' educational experience.

II. PROCEDURES FOR INVESTIGATING A CONCERN

Students who have concerns about the quality of education should approach their faculty member. If they are unable to talk to him/her or the issue is unaddressed, or they are unsatisfied with the outcome, students may contact the department chairperson directly. If they disagree with the chairperson's decision, they may appeal to the dean of the division. If they disagree with the dean's decision, they may contact the Office of the Provost, where a final decision will be rendered.

The process for initiating a concern and the follow-up investigation are outlined below.

Student

1. Contact the relevant faculty member and outline concerns either in person or in writing.
2. If unable or unwilling to contact the faculty member, or where concerns remain unaddressed by the faculty member, contact the chairperson of the department.

Chairperson - Within a two-week period, the following shall occur:

After the student has contacted the chairperson of the department either in person or in writing, the chairperson, within one week shall:

1. Hear the student concern and if necessary, ensure the concern is prepared in writing (either by him/herself or the student) and have the complainant sign the writing.
2. Identify the appropriate person to address the concern.
3. Investigate the merits of the concern (which could include detailed, in-depth discussion with the faculty member, the complainant or other students, or any other investigation methods deemed appropriate by the chairperson).
4. Within two weeks, notify the student of the status of the process for student concerns.
5. If necessary, bring the faculty member and student(s) together to discuss the situation to clarify the concern.
6. If the concern has merit, work out a resolution with the faculty member and advise the student in writing the concern has been addressed and resolved.
7. If the Concern lacks merit (e.g., if student has not regularly attended class or completed assignments, or cannot identify a specific area of concern), inform the student in writing providing a reason why no further investigation will occur.
8. Students who disagree with the chairperson's assessment of the concern may escalate their concerns to the dean.

Dean

After the student has contacted the Dean either in person or in writing, the Dean, **within one week of receipt of the concern shall:**

1. Hear the student concern and if necessary, ensure the concern is prepared in writing (either by him/herself or the student) and have the complainant sign the writing.
2. Identify the appropriate person to address the Concern.
3. Investigate the merits of the concern (which could include detailed, in-depth discussion with the faculty member, the complainant or other students, or any other investigation methods deemed appropriate by the chairperson).
4. Within one week notify the student of the status of the process for student concerns.

5. If necessary, bring the faculty member and student(s) together to discuss the situation to clarify the concern.
6. If the concern has merit, work out a resolution with the faculty member and department chairperson and advise the student in writing that the concern has been addressed and resolved.
7. If the concern lacks merit (e.g., if student has not regularly attended class or completed assignments, or cannot identify a specific area of concern), inform the student in writing providing a reason why no further investigation will occur.
8. Students who disagree with the dean's assessment of the concern may escalate their concerns to the Office of the Provost.

Office of the Provost When Concern Is Received

After the student has contacted the Office of the Provost in writing, the Office of the Provost, **within two weeks of receipt of the concern shall:**

1. Hear the student concern and ensure the concern is prepared in writing by the student and have the complainant sign the writing.
2. Investigate the merits of the concern (which could include detailed, in-depth discussion with the faculty member, the complainant or other students, or any other investigation methods deemed appropriate by the Provost or the appointed designee).
3. Identify the appropriate person to address the concern. If the concern warrants a hearing (cheating, plagiarism, allegations of unfair treatment, etc.), the matter may be referred to the Academic Grievance Committee which is comprised of faculty representatives from the divisions and other academic areas. The panel for each hearing will be composed of six (6) members to include four (4) faculty (one from each division), one (1) academic staff member and one (1) student. The chairman of the Academic Grievance Committee (non-voting) will conduct the hearing. The Academic Grievance Committee will make a recommendation to the Provost or appointed designee for final decision. The decision from the Office of the Provost is final and cannot be appealed.

III. PROCEDURES TO RESOLVE THE CONCERN

When necessary, the chairperson or dean proceeds with student/faculty meetings as outlined below.

Meeting with Faculty Member

If the chairperson/dean believes the student's claims have merit and the initial attempts have not been able to resolve the concern and the concern does not fall under another College policy, he/she will:

1. Arrange a meeting with the faculty member in order to resolve the concern.

Prior to Meeting

2. The Chairperson or Dean will provide the faculty member with a detailed summary of the student's concerns at least 24 hours prior to their first meeting. (There may be a series of meetings to discuss the issues.)
3. The Chairperson or Dean will give the faculty member an opportunity to address the specific concerns, and together develop a strategy to rectify the situation.
4. Establish a follow-up timeframe (e.g., after three (3) classes or an agreed upon period of time) at which time the faculty member is to report on how the situation is progressing.

After the Meeting

5. Notify the students that his/her concern has been discussed with the faculty member and ask the student to report whether the situation has improved after the agreed timeframe.

Follow-up with faculty member or student if either fail to provide feedback within one week after the required timeframe. Student and Faculty Member Forum

If the situation is not resolved through direct contact between the faculty and student, the chairperson may:

1. Convene a forum where the student can express his/her issue in person to the faculty member.
2. Ensure that the forum is conducted in a respectful and professional manner.
3. Meet with the faculty member to discuss the issues raised at the forum.
4. Jointly develop a strategy to rectify the situation and establish a time frame to resolve the concern.
5. Follow up with the faculty member and the complainant, as described above, to make sure the situation has been resolved.

Further Investigation

If the problem has not been resolved, the chairperson may be required to further investigate the situation. If it becomes apparent that the concern is an issue of management or discipline, the chairperson will engage in appropriate activities to address the situation. Such activities may include training activities for the faculty member. In the case of a management issue (chronic lateness, absenteeism, etc.), the progressive discipline process may be invoked (as described in the Faculty Handbook).

In this case, the chairperson will report to the students that the concern has been investigated and is being addressed. The chairperson must not provide specific details of the actions taken, as this would violate the faculty member's right to confidentiality in a personnel matter.

DISAGREEMENT ABOUT THE VALIDITY OF A CONCERN

If the faculty member disagrees with the chairperson’s or dean’s assessment of a concern, the faculty member is entitled to appeal the decision to the Office of the Provost. The appeal will only be heard if there is additional information or the faculty can show that there was bias in the decision by the Academic Grievance Committee. The Provost’s decision (after review of any additional information) will be final.

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DEFINITIONS

CONTACT(S)

The Provost and Vice President for Academic Affairs officially interprets this policy. The Provost and Vice President for Academic Affairs is responsible for obtaining approval for any revisions as required by the Executive Cabinet for ADM Policy #03-10-07 (2018). Questions regarding this policy should be directed to the Provost and Vice President for Academic Affairs.

STAKEHOLDER(S)

This policy applies to all students.

TITLE: POLICY CONTENTS PUBLICATION

This policy shall be widely published and distributed to the College community to ensure publication and distribution thereof; the Responsible Office will make every effort to:

- Communicate the policy in writing, electronic or otherwise, to the College community within

fourteen days of approval;

- Submit the policy for inclusion in the online Policy Library within fourteen days of approval;
- Post the policy on the appropriate audiences on the policy's content; as necessary
- Educated and train all stakeholders and appropriate audiences on the policy's content as necessary.

Failure to meet the publication requirements does not invalidate this policy.

REVIEW SCHEDULE

List the following:

- Next Scheduled Review: 09/04/2023
- Approval by, date: Executive Cabinet, 09/04/2018
- Revision History: MM/DD/YYYY
- Supersedes:

RELATED DOCUMENTS

FORMS

There are no forms associated with this policy and procedures.