



Student Grievance Procedure: Academic Grievance

In any university, it is inevitable that disagreements will arise from time to time. If a student feels the need to resolve a concern or a dispute arises between a student and a faculty member, the student should seek to resolve the issue by taking the following steps:

1. The student should work directly with the faculty member by presenting the faculty member with a clear written statement of his/her concern and the desired resolution.
2. If meeting with the faculty member does not bring resolution, or if the student is hesitant to meet with the faculty member, the student should bring the concern to the appropriate divisional chair.
3. The student, faculty member and division chair should meet together and work for resolution.
4. If there is still no resolution to the student's concern, the student should contact the dean of assessment and curriculum and present his/her concern in writing.* The dean will meet with the student, the faculty member and the division chair to seek resolution and determine an appropriate response.
5. If the student concern is still not resolved, the student may submit a formal written complaint to the dean of undergraduate academics.
6. The dean of undergraduate academics will attempt to resolve the issue by gathering information from all parties involved and will render a final decision regarding the complaint.

A formal complaint must contain the following elements:

- a. A written, hard copy statement of intent to register a formal complaint.**
- b. Efforts taken to resolve complaint.**
- c. The specific complaint with the desired resolution.**
- d. Supporting materials, if applicable (e.g., email communications, doctor's notes, etc.).**

*Unresolved complaints with any aspect of the student experience pertaining to the co-curriculum (out of classroom activity) should be directed to the vice president of student development. The Student Development Office "Student Grievance and Complaint" policy and process are described in the Student Handbook.

The university's accreditation agency requires that a list of complaints, and the university's efforts to resolve them, be provided during accreditation visits. However, individual identities will be kept confidential in this reporting procedure.