

Rules Committee (RC)

Attendee's: Miriah Kelly (EGMS), Jeffrey Webb (CHE), Richard Zippoli (CMDS), Troy Paddock (HIS)

Chair: Jeffrey Webb

The committee searched for some comparable policy's at comparable institutions outside the state:

Western Oregon University <https://wou.edu/student/services/>

Central Michigan University <https://www.cmich.edu/about/university-leadership/office-president/university-ombuds-office>

Oregon State University <https://experience.oregonstate.edu/resources/university-ombuds-office>

We also looked for policy's at our sister institution's (in-state):

Eastern Connecticut State University:

The ECSU website contains a brief page addressing Appeals to Academic Policy:

<https://www.easternct.edu/advising/academic-appeal.html>

The types of appeals that can be requested include:

- Substitutions for LAC requirements (usually for transfer credits)
- Credit limit in specific term appeals (credit overload)
- Waivers for language requirements, math placement exam or writing placement exam.
- Other (as directed by an advisor)*

Western Connecticut State University:

An Academic Accommodation Grievance Guideline and Procedure was available:

<https://www.wcsu.edu/accessibility/academic-accommodation-grievance-guideline-andprocedure/>

A Satisfactory Academic Progress Appeal Form related to financial aid is available:

http://www.wcsu.edu/finaid/wp-content/uploads/sites/47/2018/01/SAP_Appeal-Form.pdf

The WCSU Student Handbook answered some related questions and appeared comparatively "user-friendly": <https://www.wcsu.edu/studenthandbook/frequently-askedquestions-about-academics/>

Central Connecticut State University:

Ample information was found related to discrimination, grieving disability accommodations, and harassment but not academic complaints or grievances

A mechanism exists to appeal for an additional semester on academic probation:

<https://www.ccsu.edu/registrar/dismissals.html>

The CCSU Blanket of Support was relatively easy to navigate:

<https://www.ccsu.edu/blanketofsupport/>

Along these lines we discussed some language to add and explain students the process of Academic Complaints: (to be posted on some sections of the SCSU website and inclusion in the student handbook..)

Academic Complaint Process:

While we strive to assist all students achieve their maximum educational goals, occasionally issues arise between students and the faculty members leading their class. In order to address these issue in the proper manner students should following the following procedure if they have any issues or concerns related to academics:

Definition: An academic complaint is a concern or issue related to your coursework or your academic program. This typically includes things likes grades, assignments, class syllabi, admission into a particular program or major, and academic advising.

If you are not sure (maybe something like below:“If you’re not sure whether your concern fits into this category, that’s okay: If you file an academic complaint and this process doesn’t apply, we’ll let you know and help you find the right one. You can also take a look at the [list of student complaint options](#). And if you’re not sure where to start, we’re here to help. You can contact our office at provost@wou.edu or 503-838-8271.”

(This is where a Student Omsbudperson would help...)

Step 1.) Talk to the course instructor / professor. Students are strongly encouraged to work with your instructor expressing your concerns, and working toward a solution. (This might be not possible or appropriate, so students are encouraged if they ascertain that working with the instructor is impossible, especially if you have already tried to do so, to move onto the next step.

If after this step a student feels like their issue has not been satisfactorily handled they should move to step 2.

Step 2.) Talk to the Department Chair / Director. (Goto to the Department Website to find the information about who is the current chairperson.) After working with the instructor has been tried they next step is to bring your issue/complain to the chair/director from the academic program with which the course is housed. (So for example a CHE course code would be housed in the Chemistry department so students at this step need to bring their issue to the chair of the chemistry department.) If after working with the chair the issue is still present (has not been satisfactorily solved) then the student should move to step 3.

Step 3.) Dean’s Office. (Home page in academics underneath departments and programs look for colleges and schools to find which Dean to contact..) If after working with the instructor and the chairs has not satisfactorily solved the complaint, the student should then move the complaint to the appropriate Dean’s office (how do students know which dean?). The dean’s office will then

work with the student on the issue in an effort to assuage the issue for everyone involved. If after working with the Dean's office on the issue, and the issue still remains, students should then look into step 4.

Step 4.) Omsbudperson ?? ..(Not necessarily a new hire but someone here who can serve this role...)

Ask Bob Prezant or Trudy... (maybe the president??) (Dean Tetreault's Office about this.... ...)

Please note there is a form and procedure for a formal grade appeal (for issues due to grades) procedure which should be followed but students are encouraged to try the process above first..

Committee then decided to reach out to some people in administration about step 4 and who might be able to support (CCSU blanket of support link as a possible model for something at SCSU.....) <https://www.ccsu.edu/blanketofsupport/> Maybe Quinnipiac's QU 360.... Maybe as a model for what we are proposing.

The committee discussed meeting with administrators (Trudy Milburn, Provost Prezant, Dean Tetreault, about next steps.....)

The chair will reach out to some of these administrators to see if they can come to a committee meeting or comment on our proposal....

Meeting adjourned at 1:00 pm

Respectfully submitted,

Dr. Jeffrey A. Webb