

Indiana State University

College of Nursing, Health, and Human Services

Student Affairs Committee

STUDENT GRIEVANCE PROCEDURES

Last Updated 2/10/11

When a Student has a grievance or believes that his/her rights are being impinged upon, the courses of action outlined below are required. Student grievances could arise from, but are not limited to, Faculty/Staff to student interactions in class, academic advisement, conferences, student club/association events, office hours, field trips, and community-engagement/service learning projects. If the grievance involves distance students, meetings may be via web-based meetings or teleconferences. It is the student's responsibility to keep documentation of any meetings related to the grievance procedures (outlined in sections V below). The Student may choose to have an advocate, such as another student or Faculty/Staff adviser, accompany him or her at any step in the process. Note: During breaks, the stated timelines may not apply.

- I. For grievances based on possible discrimination based on sex, sexual orientation, race, religion, age, disability, or national origin, the student is advised to contact the University Affirmative Action Office (<http://www.indstate.edu/aa/>)
- II. For grievances involving Faculty/Staff members outside the CoNHHS, the Student must contact the appropriate Department Chair and follow their grievance policy.
- III. For grievances involving requirements in the graduate student catalog, the student should contact the College of Graduate and Professional Studies (http://catalog.indstate.edu/content.php?catoid=14&navoid=305#peti_proc)
- IV. For grievances based on Grade Appeal Issues, the student should follow the Grade Appeal Process as outlined in the University Handbook (<http://www.indstate.edu/adminaff/docs/323%20Grade%20Appeal%20Policy.pdf#323.1>), or the Undergraduate Course Catalog (http://catalog.indstate.edu/content.php?catoid=13&navoid=278#Grade_Appeal)
- V. Process for Grievance (*Confidentiality at all steps is expected.)

Step 1. The Student must attempt to resolve the matter with the Faculty/Staff member involved by making an appointment with the Faculty/Staff member to discuss the problem in person, by telephone, or video conference as soon as possible, and no more than five school days following the event. Written substantiating data and examples illustrating the problem should be presented at this meeting. Student should begin Grievance Resolution Form. Note: This step cannot be completed by e-mail even if the student is enrolled in a distance education course or distance education academic program. If the student is unsuccessful in receiving a response from the Faculty/Staff member within the next business day in order to schedule a meeting, then he/she may contact the Department Chair for assistance (this does not imply going on to Step 2).

Step 2. If the Student and Faculty/Staff member fail to resolve the matter, then within five (5) school days of the conclusion of Step 1 the Student is to request a meeting with the Department Chair and the Faculty/Staff member to discuss the matter in person, by telephone, or video conference. If applicable, the Department Chair may consult with the program Director or Coordinator. If the grievance involves an Administrator, Department Chair, or Program Director or Coordinator skip Step 2 and go on to Step 3. Note: This step cannot be completed by e-mail even if the student is enrolled in a distance education course or distance education academic program.

Step 3. If satisfactory adjustments and mutual satisfaction are not reached following Step 2, then the Student may appeal to the Associate Dean of Student Services of the CoNHHS within three (3) school days. The Associate Dean will meet in person, by telephone, or video conference within five (5) school days with the Student, the Faculty/Staff member, and the Department Chair and, if applicable, Program Director or Coordinator together and attempt to resolve the problem. If the grievance is a graduate student grievance, the CoNHHS Associate Dean of Student Services may consult with the Dean of the College of Graduate and Professional Studies. If the grievance is with the Associate Dean of Student Services, then the student should appeal to the Dean of the CoNHHS. Note: This step cannot be completed by e-mail even if the student is enrolled in a distance education course or distance education academic program.

Step 4. If satisfactory adjustments and mutual satisfaction are not reached following step 3, then the Student is to submit the Grievance Resolution Form to the Student Affairs Committee Chair within three (3) school days of the conclusion of Step 3. Upon the SAC receiving notice of a grievance form from the SAC Chair, the SAC shall determine within 3 school days whether the grievance is of a nature as to warrant a hearing. The SAC Chairperson and Dean and/or Associate Dean of Student Services may communicate with one another, the Faculty/Staff member(s), and/or Student(s) about a grievance and to gather critical information before forwarding the Grievance Resolution Form to the SAC. **If the SAC determines that the Grievance does not warrant a hearing, then the issue is concluded.** If it is determined a hearing is warranted, the SAC Chairperson or Secretary will notify the student, hereafter known as the Complainant, Faculty/Staff member(s) or Administrator(s), now referred to as Respondent(s) on the day of the decision.

Step 5. If the SAC determines a hearing is warranted in Step 4, the SAC Chair will, in consultation with the Associate Dean of Student Services, appoint a Grievance Sub-Committee consisting of three (3) voting Faculty members and two (2) student members of the Student Affairs Committee within three (3) school days of the completion of Step 4. Sub-committee members cannot have a conflict of interest in the grievance. One Faculty member of the Grievance Sub-Committee will be appointed Chairperson and one appointed Secretary by the SAC Chair. The selected student SAC members have the right to decline serving on the Grievance Sub-Committee, and in that case another student SAC member will be selected. If one (1) or two (2) Student SAC members will not agree to serve on a Grievance Sub-Committee or are not available due to breaks, student member(s) will be recruited from Curriculum and Academic Affairs Committee (CAAC) or professional student organizations within the College.

Step 6. The Secretary of the Grievance Sub-Committee will notify all parties of the hearing; when and where it will be held; deadline for submission of supporting documents and evidence including names of witnesses; a list of the committee members; and when the Complainant, Respondent(s), and committee members may obtain copies of all materials.

The Complainant and Respondent(s) must submit to the Secretary of the Sub-Committee all documents and supporting evidence, name of advocate(s), and names of witnesses five (5) school days prior to the hearing. The Secretary of the Grievance Sub-Committee will have all materials available three (3) school days prior to the hearing. All parties are responsible for obtaining all materials from the Secretary of the Grievance Sub-Committee or his/her designee.

Step 7. The hearing will be held during a university business day of the CoNHHS and will be scheduled within ten (10) school days after the creation of the Grievance Sub-Committee in Step 5. If the grievance involves a distance course, or either the Complainant and/or the Respondent are unable to travel to campus, the hearing can be via a live web-based meeting or teleconference.

Failure to Appear: Failure of the Complainant to appear at the hearing implies that the grievance is withdrawn and the hearing will be dismissed.

Failure of the Respondent(s) to appear implies that he/she does not wish to speak and the hearing will continue in his/her absence.

Step 8. The Grievance Sub-Committee will convene privately immediately following the hearing to discuss the grievance and evidence, as well as to make a decision regarding the grievance by secret ballot. A simple majority vote of Faculty and student members of the Grievance Sub-Committee will determine the outcome. Note: Faculty votes and student votes are equal.

A written report of the committee's findings and decision(s) will be sent to the Complainant, the Respondent, the Dean of the CoNHHS, the Associate Dean of Student Services, the Chairperson of the Student Affairs Committee, the Chairperson of the Executive Committee, and the Department Chair of the Respondent by the Secretary within two (2) school days following the hearing. If a decision is made in favor of the Complainant, the Respondent is to complete any appropriate paperwork and/or documentation related to the decision to the appropriate university office within 5 school days following the hearing.