

College of Information Science and Technology  
**PROCEDURES FOR RESOLVING STUDENT COMPLAINTS  
ABOUT FACULTY PERFORMANCE  
Fall 2007**

These procedures apply to complaints concerning responsibilities of professional staff and rights of students addressed in Chapters 4 and 5 of the *Bylaws of the Board of Regents* or to other rules officially adopted by the Board. They do not apply to assignment of grades.

1. TIME LIMIT

Complaints must be lodged within 30 calendar days of the end of the semester or term in which the faculty action is alleged to have occurred.

2. INFORMAL DISCUSSION

Normally, the first approach to any problem should be an informal discussion between the student and the instructor.

3. CHAIR MEDIATION

If the student and instructor cannot reach a solution to the problem, or if the student is unable to contact the instructor or feels severely uncomfortable in doing so, he or she may ask the program cluster chair to intervene. (If the instructor is the program cluster chair, the student may ask the dean to designate another person to act in place of the chair). The chair shall accept to adjudicate the matter informally with the student and the faculty member.

4. FORMAL COMPLAINT

If the problem cannot be resolved to the student's satisfaction informally, the student may file a formal written complaint with the program cluster chair. Consideration of the grievance shall be limited to the contents of this written complaint. It shall state the problem fully and completely and shall specify and allegations that the instructor has violated provisions of the Bylaws or other official rules.

5. RESOLUTION PROCEDURE

The chair shall transmit the complaint to the faculty member who will have ten working days to respond to the complaint in writing. The chair shall then consider the matter, and within 30 working days from receipt of the complaint, shall place in the instructor's program cluster personnel file a written report concerning findings of fact and a decision concerning the complaint; the chair shall provide copies to the student, the faculty member, and the dean.

6. FACULTY COMMITTEE

If the student shall request it in the written complaint, or the faculty member shall request it in his/her written response, the program cluster chair shall be required to seek the counsel of a three-person faculty committee (one person chosen by the student, one by the instructor involved, and one by the program cluster chair) in preparing this report. Otherwise, constitution and convening of such an advisory committee shall be at the discretion of the chair.

## 7. TIME LIMITS ON CONSTITUTING COMMITTEE

If the student requests a committee be used, the name of a person he or she chooses to serve on it shall be included in the complaint. If the faculty member requests a committee be used, he or she shall include in the response his or her choice of a person to serve. Upon learning that either party desires a committee, or if the chair himself/herself desires a committee, the chair shall immediately inform the parties accordingly and ask them to choose a member as soon as possible. If either student or faculty member or both delay in choosing a member for the committee, the chair, in order to meet his/her deadline, may himself appoint the other members of the committee provided he/she so inform both the student and faculty member. If unable to constitute a committee within 20 working days of receipt of the original complaint, the chair shall at that time inform both parties that he will not have committee counsel in reaching his/her decision.

## 8. COMMITTEE PROCEDURE

The charge of the committee shall be to collect evidence and make recommendations to the program cluster chair concerning disposition of the case. A written record shall be kept of all evidence collected. If the committee chooses to hear oral testimony from either party, it shall be required to hear oral testimony from the other party as well. When a committee is used, the chair shall have 35 working days instead of 30 working days to file a report. The committee recommendation must be transmitted to the chair within the first 30 working days of this 35 day period.

## 9. TIME LIMIT FOR FILING APPEAL

The parties to the complaint shall have ten calendar days from the time they are notified of the chair's decision to make a written appeal to the dean. If no such appeal is filed within this period, the matter shall be considered closed.

## 10. BASIS FOR APPEAL

If an appeal is filed, it shall state the specific basis for the request for consideration by the dean; and if the appellant wishes the dean to seek the counsel of a faculty committee, it shall include the name of the faculty member who is the appellant's choice for that committee. Proper basis for appeal may be only an allegation that procedures were incorrectly followed or that the program cluster chair (and/or the faculty member) failed to interpret the Regents' rules correctly.

## 11. INITIAL APPEAL STEPS

On receipt of an appeal of the program cluster chair's decision, the dean shall notify the chair and the other party to the complaint. Upon such notification the chair shall provide the dean with all written materials relating to the case. The other party to the complaint shall have ten working days after being notified that an appeal has been filed to send a written response to the dean. Failure to submit a response within the time limit will constitute a concession of the appeal to the appellant. Upon receipt of a response, the dean shall consider the matter and within 30 working days from receipt of the appeal shall send his or her ruling in writing to the chair, student, and faculty member. If an appeal committee (describe below) is used, the dean shall include a copy of the committee report with his/her ruling.

## 12. FACULTY APPEAL COMMITTEE

If the appellant shall request it in the appeal, or if the other party shall request it in the written response, the dean shall be required to seek the counsel of a three-person faculty committee (one person chosen by the student, one by the instructor, and one by the dean). The dean may also elect to convene such an advisory committee even if not specifically requested by either party.

### 13. TIME LIMITS ON CONSTITUTING APPEAL COMMITTEE

If the appellant requests a committee be used, the name of a person he or she chooses to serve shall be included in the appeal. If the other party requests a committee be used, he or she shall include in the response his or her choice of a person to serve. Upon learning that either party desires a committee, or if the dean himself/herself desires a committee, the dean shall immediately inform the parties accordingly and ask them to choose a member as soon as possible. If either student or faculty member or both delay in choosing a member for the committee, the dean, in order to meet his/her deadline, may himself/herself appoint the other members of the committee, provided he/she so inform both the student and faculty member. If unable to constitute a committee within 20 working days of receipt of the original appeals, the dean shall at that time inform both parties that he will not have committee counsel in making his ruling.

### 14. APPEAL PROCEDURE

The dean (and the committee, if convened) shall not rehear the facts of the case, but shall obtain these from the records provided by the program cluster chair. Therefore, testimony of the parties to the complaint shall not be taken, but the dean (and/or the committee) may meet with the program cluster chair if this is felt to be necessary. The dean (and committee, if convened) are restricted to consideration of whether procedures were correctly followed or applicable rules were correctly interpreted. If a committee is used, it shall report its recommendations in writing to the dean within 30 working days of the dean's receipt of the appeal, and the dean shall have 35 working days to make his/her ruling. The committee shall maintain written minutes and shall explain the basis for its recommendation in its report. All records of the committee shall be transmitted to the dean when the report is submitted.

### 15. DEAN'S RULING

The dean may rule on the appeal in one of three ways: 1) the decision of the program cluster chair is upheld; 2) the decision of the chair is not upheld, and an alternative judgment is specified as a replacement; 3) the issue is remanded to the program cluster chair for reconsideration. In the last case, the results of such reconsideration are subject to re-appeal to the dean in the same manner as the original decision of the chair. When an issue is reconsidered by the chair, counsel of the three-person faculty committee must again be sought if the committee was convened originally. Otherwise, the chair may choose whether or not to constitute such a committee.

### 16. FURTHER APPEAL

No provision is made in these procedures for appeal beyond the office of the dean. However, this does not negate any rights the student or faculty may have otherwise under the law or the *Bylaws of the Board of Regents*.

### 17. DEADLINE LIMITATIONS

If any of the working day deadlines extend into a period outside the academic year or an official vacation period (as defined in Chapter 3 of the *Bylaws of the Board of Regents*), the time shall be extended to exclude this period. In case of extreme emergency involving illness, accident, etc., any deadline in this document may be extended with the permission of the Vice Chancellor for Academic Affairs, provided he or she is notified prior to the expiration of the deadline.

TIME TABLE  
 Student Complaints About Faculty  
 College of Information Science and Technology

**Complaint to chair within 30 calendar days of the end of the term.**

	WITHOUT COMMITTEE	WITH COMMITTEE	
Wkg.Days			Wkg.Days
0	<u>Initial receipt of formal written complaint</u>		0
10	<u>Response of faculty member</u>		10
20		<u>Constitution of committee</u>	20
30	<u>Chair's decision</u>	<u>Committee report to chair</u>	30
35		<u>Chair's decision</u>	35

Appeal to dean within ten (10) calendar days of notification of chair's decision

0	<u>Initial receipt of written appeal</u>		0
10	<u>Response by other party</u>		10
20		<u>Constitution of Committee</u>	20
30	<u>Ruling of Dean</u>	<u>Committee Report to Dean</u>	30
35		<u>Ruling of Dean</u>	35