

### **CHSS Academic Program Concerns and Grievances (non-grade related)**

- For all **Academic Program Concerns and Grievances (non-grade related)**, students should attempt to first resolve issues with the individual faculty member, followed by the department chair or program director. The details of the resolution process are outlined for your review below.

Complete the **Student Grievance and Procedure Form** to begin the grievance process for non-grade related academic program concerns after all informal attempts have been made to resolve the issue.

In order to move forward in the grievance process, students must complete this form.

Grounds for non-academic grievances include, but are not limited to, the following:

1. Any grievance or complaint alleging any policy, procedure, or practice that would disrupt completion of a course, academic program, or graduation.
2. Any grievance or complaint regarding the university administration or administrative procedures, policies, or actions except the following:
  1. Awarding of a grade or evaluating of performance on an examination
  2. Academic misconduct
  3. Appeals relating to academic program requirements
  4. Grievances against individuals

### **Resolution Process for Academic Concerns (non-grade related)**

**Phase 1:** Students who wish to grieve an academic concern other than a grade should informally attempt to resolve the matter with the faculty member or program director as an initial step whenever possible. Attempts to resolve the matter should occur as soon as possible after the alleged incident. In the event that the student is unable to reach the faculty member or program director within a two-week period, the student should notify the departmental secretary or administrative assistant to facilitate a meeting.

**Phase 2:** If the student and faculty member/program director are unable to reach an informal resolution, the student should arrange to meet with the department chair or the immediate supervisor of the program director to discuss the academic concern. When requesting the meeting, the student must state in writing the reasons why s/he feels the suggested resolution was unfair or inequitable, noting evidence to support her/his argument. The chair or supervisor will review the concern and make every effort to resolve the matter, and will work with the Assistant Dean of the College when decisions that may impact the student's expected timeline for program completion are being considered. If a student has a concern related to the teacher education program, the Executive Director of the Center of Pedagogy will perform the functions of the Assistant Dean.

**Phase 3:** If the student is dissatisfied with the outcome of the department chair/supervisor's decision, the student should arrange to meet with the Assistant Dean of the College by completing the online Student Grievance and Procedure form outlining the reasons why s/he feels the decision was unfair or inequitable, noting evidence to support her/his argument.

**Phase 4:** If the student is dissatisfied with the decision of the Assistant Dean, the student can request that the matter be referred to the Dean of the College. The Dean will conduct a review of the process, meet with appropriate parties, and prepare a written statement, detailing the findings, and providing copies to all parties involved.

**Phase 5:** Should the matter remain unresolved, the Dean will notify the Provost's Office of the academic concern (non-grade related) and forward all materials for review. The Provost's office will make a final determination and inform the Dean and the student.

If you have any additional questions or concerns regarding the information above, please contact the CHSS Assistant Dean for Student Affairs at [973.655-4228](tel:973.655.4228).