

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 student cannot reach a solution 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 response 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

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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

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. Upon learning

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