

COLLEGE OF BUSINESS ADMINISTRATION **STUDENT ACADEMIC GRIEVANCE PROCEDURE**

The purpose of this procedure is to provide an effective and time efficient method for an undergraduate or graduate student to grieve a Code of Student Academic Conduct violation which he/she believes is false or to grieve a final course grade which he/she believes has been unfairly or erroneously assigned.

It is the responsibility of the student to initiate each successive step of his/her own individual grievance, when required by the procedure, by following and complying with the time periods set out in this procedure, which will be strictly adhered to.

If at any step of the procedure, the student decides to drop the grievance, the grievance will be considered denied. If at any step of the procedure, the instructor decides to grant the grievance, the grievance will be considered granted. If at any step of the procedure, the student agrees to a settlement that is satisfactory to the instructor, the grievance will be considered settled.

During step 2, step 3 and step 4 of the procedure, if either the student, the instructor or the chair fails to timely initiate the next successive step of the procedure, the grievance shall be advanced to the next step of the procedure. During step 5, step 6, step 7 and step 8 of the procedure, if the assistant or associate Dean, the SACC or the Dean fails to timely respond at their respective step or steps of the procedure, the grievance shall be considered as having been granted in accordance with the remedy requested at the prior step.

Time periods shall be calculated by normal business days, excluding weekends, University observed holidays and University observed break periods.

All matters concerning a student grievance will be kept confidential between the parties directly involved to assure, as much as is possible, the privacy rights of the parties.

To comply with the University level appeal procedure which is available at the conclusion of this procedure, this procedure must be completed before the conclusion of the next semester in order to enable the student to timely initiate his/her appeal to the University level. This means that a fall semester grievance must be completed before the end of the spring semester, a spring semester grievance must be completed before the end of the summer semester and a summer semester grievance must be completed before the end of the fall semester. If, at the conclusion of this procedure, the student is not satisfied with the Dean's resolution of the grievance, the student may appeal to the University academic grievance procedure by filing a grievance petition with the Chair of the Student Grievance council, following the procedures set out in the University of Toledo Handbook.

If the grievance concerns the Spring semester, which must be resolved during the Summer semester, and a seven voting member SACC (five faculty members, one undergraduate student member, and one graduate student member) cannot be convened for any reason, the Dean, or his/her representative from the Dean's office, shall promptly appoint substitute committee members to serve for the Summer semester.

If the source of an alleged Code violation is another student or a staff member of the College, the source should promptly transmit his/her information to an appropriate

member of the faculty who, in his/her capacity as an instructor, shall file the charges against the student alleged to have committed an academic misconduct offense.

If the instructor involved in the grievance is not available at the beginning of the next semester due to University approved leave of absence or for any other reason, the student will initiate the procedure at Step 2 and then promptly proceed to Step 3 by contacting the Department Chair. The Chair will promptly make every effort to locate the instructor and obtain the instructor's written response to the grievance which will be affixed to the appropriate Step 2 Form. These efforts will include all available electronic means or any other means available to the Chair.

Step 1 When a student believes that there has been an improper charge of a Code violation or an improper final course grade, within 5 days of the student's knowledge of the charge or on or before the fifth day of the beginning of classes in the following semester if the dispute is about a final course grade, the student shall initiate a discussion with the instructor involved to attempt a resolution of the dispute.

Step 2 If the discussion does not produce a satisfactory resolution of the dispute, within 3 days the student shall reduce his/her grievance to writing by obtaining a copy of the Student Grievance Form which is available in the reception area of the Dean's office and on the College's website. The student shall fill out and date the form, setting out his/her grievance and the requested remedy. The student will then promptly proceed to Step 3.

Step 3 Within 5 days of the date on the form, the student shall have a meeting with the Department Chair of the faculty member involved. At this meeting, the student will present the form to the Chair and orally present his/her grievance to the Chair, providing any additional documentation to the chair that bears on the grievance.

Step 4 If the discussion does not produce a satisfactory resolution of the dispute, the Chair shall reduce his/her findings and recommendations to writing and within 5 days, turn all materials over to the appropriate Dean to enable his/her prompt evaluation of the grievance. Undergraduate grievances will be turned over to the Assistant Dean and graduate grievances will be turned over to the Associate Dean.

Step 5 Within 5 days of the receipt of all grievance materials, the appropriate Dean, after his/her evaluation of the grievance and any accompanying documentation including the Chair's findings and recommendation, shall meet with the student and attempt a resolution of the dispute.

Step 6 If the discussion does not produce a resolution of the dispute, the appropriate Dean shall reduce his/her findings and recommendations to writing and then, within 3 days, turn all the grievance materials over to the Chair of the Student Academic Conduct Committee (SACC).

Step 7 The Chair of the SACC shall convene a meeting of the committee. The SACC shall undertake an investigation of the grievance. This shall include a review of all written materials and may also include, within the discretion of the SACC, the interviewing of some or all of the parties who have been involved in the steps of this procedure and whatever else the SACC deems appropriate. Within 15 days of its receipt

of the grievance materials, the SACC shall transmit a written report to the Dean, setting out its findings of fact, conclusions and recommendations regarding the student grievance. A copy of the SACC written report shall be provided to the student and the instructor.

Step 8 The Dean shall review the SACC report and any other materials provided by the SACC which it has determined to be relevant and material to the Dean's resolution of the student grievance. The Dean, within his/her discretion, may elect to do further investigation or whatever else the Dean deems appropriate. The Dean shall issue his/her written report within 15 days of receipt of the written report from the SACC. A copy of the Dean's written report shall be provided to the student and the instructor.