

GRADUATE STUDENT APPEALS

Section A: GRADE APPEAL PROCESS

1. It is the policy of Beth-El College of Nursing and Health Sciences to provide a prompt and equitable resolution of student complaints and grievances. A student shall not be subject to reprisal for filing a complaint or grievance.
2. A student may grieve an alleged error in grading by an instructor or other designated person involved in the evaluation of performance, a violation of a written policy regarding course requirements, and/or an alleged error in the recording of official grades.
3. While a student may appeal a grade, this **does not guarantee a grade change**.
4. All appeals regarding course grades (as specified in number Section A2) shall follow the procedures established by the college, as listed below:
 - a. The student is responsible to discuss the grade grievance and file a written appeal with the **faculty member*** involved in the incident within 10 working days of receiving the grade in question.** After 10 working days the student relinquishes the right to grieve a grade. If a resolution is agreed upon by the student and the faculty member, then a written summary of the resolution shall be created and signed by both parties (this may be done electronically) no later than 7 working days after the meeting. A copy of the agreement will be kept in the student's file.
 - b. If the issue remains unresolved, the student may bring their grade grievance to the **Graduate Coordinator** within 10 working days of the meeting with the faculty. The Graduate Coordinator will meet, in person, via phone, teleconference or via web conference with the student and faculty member to work towards a resolution. If a resolution is agreed upon by the student, the faculty member and the Graduate Coordinator, then a written summary of the resolution shall be created and signed (this may be done electronically) by all three parties, no later than 7 working days after the meeting. A copy of the agreement will be kept in the student's file. (If the faculty member involved in the grievance is also the Graduate Coordinator,

the faculty member will recuse themselves from this step and forward the grievance to the Department Chair.)

- c. If the issue remains unresolved, the student may bring their grade grievance to the **Department Chair** within 10 working days of the meeting with the faculty. The Department Chair will meet, in person, via phone, teleconference or via web conference with the student and faculty member to work towards a resolution. If a resolution is agreed upon by the student, the faculty member and the Department Chair, then a written summary of the resolution shall be created and signed (this may be done electronically) by all three parties, no later than 7 working days after the meeting. A copy of the agreement will be kept in the student's file. (If the faculty member involved in the grievance is also the department chair, the faculty member will recuse themselves from this step and forward the grievance to the Associate Dean of Academics and Operations.)
- d. If the issue remains unresolved, the student may bring their grade grievance to the **Associate Dean of Academics and Operations**. If a resolution is agreed upon by the student, the faculty member and Associate Dean of Academics and Operations, then a written summary of the resolution shall be created and signed (this may be done electronically) by all three parties, no later than 7 working days after the meeting. A copy of the agreement will be kept in the student's file. (If the faculty member involved in the grievance is also the Associate Dean of Academics and Operations, the faculty member will recuse themselves from this step and forward the grievance to the Dean.)
- e. If the issue remains unresolved, the student may bring their grade grievance to the **Dean** who will make the final decision on behalf of the college utilizing the resources deemed appropriate. A written summary of the final decision shall be created and signed (this may be done electronically) by all three parties, no later than 7 working days after the meeting. (If the faculty member involved in the grievance is also the Dean, the faculty member will recuse themselves from this step and may forward the grievance to the Student Affairs Council (See Section C) to hear the case and offer feedback to the Associate Dean of Academics and Operations for a final decision.)

*Adjunct faculty members who are no longer under contract after final grades have been submitted may not respond to an inquiry by the student within the 10 working- day window. At which time, the student should contact the Graduate Coordinator.

**Circumstances may arise because of travel or other commitments where the faculty member may not be reachable during the 10 working day window. At which time, the student should contact the Graduate Coordinator.

Section B: APPEALS PROCESS NOT RELATED TO GRADES

1. Appeals within the Graduate Health Sciences Department for non-grade related issues:
 - a. The student is responsible to discuss the grievance and file a written appeal with the faculty+ /staff member involved in the incident within 10 University working days of the alleged incident.** After 10 working days the student relinquishes the right to grieve. If a resolution is agreed upon by the student and the faculty/staff member, then a written summary of the resolution shall be created and signed by both parties (this may be done electronically) no later than 7 working days after the meeting. A copy of the agreement will be kept in the student's file.
 - b. If the issue remains unresolved, the student may bring their grievance to the **Graduate Coordinator** within 10 working days of the meeting with the faculty. The Graduate Coordinator will meet, in person, via phone teleconference or via web conference with the student and faculty/staff member to work at a resolution. If a resolution is agreed upon by the student, the faculty/staff member and the Graduate Coordinator, then a written summary of the resolution shall be created and signed (this may be done electronically) by all three parties, no later than 7 working days after the meeting. A copy of the agreement will be kept in the student's file. (If the faculty member involved in the grievance is also the department chair, the faculty member will recuse themselves from this step and forward the grievance to the Associate Dean of Academics and Operations.)
 - c. If the issue remains unresolved, the student may bring their grievance to the **Department Chair** within 10 working days of the meeting with the faculty.

The Department Chair will meet, in person, via phone teleconference or via web conference with the student and faculty/staff member to work at a resolution. If a resolution is agreed upon by the student, the faculty/staff member and the Department Chair, then a written summary of the resolution shall be created and signed (this may be done electronically) by all three parties, no later than 7 working days after the meeting. A copy of the agreement will be kept in the student's file. (If the faculty member involved in the grievance is also the department chair, the faculty member will recuse themselves from this step and forward the grievance to the Associate Dean of Academics and Operations.)

- d. If the issue remains unresolved, the student may bring their grievance to the **Associate Dean of Academics and Operations**. If a resolution is agreed upon by the student, the faculty member and Associate Dean of Academics and Operations, then a written summary of the resolution shall be created and signed (this may be done electronically) by all three parties, no later than 7 working days after the meeting. A copy of the agreement will be kept in the student's file. (If the faculty member involved in the grievance is also the Associate Dean of Academics and Operations, the faculty member will recuse themselves from this step and forward the grievance to the Dean.)
- e. If the issue remains unresolved, the student may bring their grievance to the **Dean** who will make the final decision on behalf of the college utilizing the resources deemed appropriate. A written summary of the final decision shall be created and signed (this may be done electronically) by all three parties, no later than 7 working days after the meeting. (If the faculty member involved in the grievance is also the Dean, the faculty member will recuse themselves from this step and may forward the grievance to the Student Affairs Council (See Section C) to hear the case and offer feedback to the Associate Dean of Academics and Operations for a final decision.)

+Adjunct faculty members who are no longer under contract after final grades have been submitted may not respond to an inquiry by the student within the 10 working-day window. At which time, the student should contact the Graduate Coordinator.

++Circumstances may arise because of travel or other commitments where the faculty/staff member may not be reachable during the 10 working day window. At which time, the student should contact the Graduate Coordinator.

Section C: SAC POLICY & PROCEDURES FOR STUDENT GRIEVANCES

When called to convene by the Dean of Beth-El College of Nursing and Health Sciences, the Student Affairs Council (SAC) will follow procedures for representation by Council members and inclusion of the student bringing academic or professional grievance. The SAC provides impartiality for the grievance process to allow the student the rights of: a hearing on violations of College policies, due process, presentation of student's case, appeals, and confidentiality. The SAC functions as an advisor to the Dean and submits prompt and equitable recommendations. The Dean retains authority for the final decision.

1. Student Affairs Council Procedure:
 - a. SAC Chair will canvas faculty and student council members and the student bringing grievance for potential meeting times within five (5) business days of notification by the Dean.
 - b. All communication with council members, the student and any representative regarding the grievance process will be conducted through UCCS email.
 - c. The SAC Chair will determine any conflict of interest and recusals.
 - d. The SAC will convene the proceedings at the earliest possible date with a minimum of three members who are representative of the council.
 - e. All council members and administrative staff present will sign and date a confidentiality form. The SAC Chair, upon completion of the proceedings, will send confidentiality forms to the Dean's office.
 - f. Prior to review by the council, the Dean and SAC Chair will redact sensitive information regarding patients or individuals under HIPAA/FERPA.
 - g. The SAC Chair will secure all documents related to the student grievance during the procedure and deposit documents in the shred container upon completion.

- h. Council members will meet prior to the student's participation to review and discuss the charges/violations. The student bringing grievance will be informed by the SAC Chair of the purpose and procedure of the SAC process, and be given a specific time to attend.
- i. At the beginning of the proceedings, the student will be advised of student rights: right to a hearing, right to face charges, right to respond, right to appeal and the right to confidentiality.
- j. The meeting is convened on behalf of the student. Any other person the student invites is an observer only. To include a parent or other person in the meeting the student must present a photo ID to Admissions and complete the required FERPA release form in advance of the meeting. The SAC reserves the right to restrict entry of a person other than the student.
- k. The SAC chair will determine if the student is bringing legal counsel or any person with the capability of providing legal counsel. In that event, the SAC Chair will inform the UCCS Legal Counsel for the department's mandatory participation in the proceedings.
- l. The SAC Chair will contact the Director of Judicial Affairs to ascertain if any restrictions have been placed on the student's presence on campus, and subsequently, notify UCCS police about scheduled meetings with the student.
- m. A student who is restricted in movement on campus will wait in a designated area and be escorted to and from the SAC grievance meeting by a designated person.
- n. Police supervision may be requested or required.
- o. The SAC Chair will inform the Dean in writing and by Word document of the SAC findings and recommendations. Recommendations will be sent to the Dean of the College only.
- p. To accommodate the distance learner, interactive technology may be utilized.

Section D: APPEALS TO THE UCCS GRADUATE SCHOOL

<http://www.uccs.edu/~gradschl/>

- 1. The process for a student appeal to the Graduate School Dean and the Graduate Executive Committee are:

- a. An appeal will be officially accepted from a student **only after it has been determined that the student has exhausted the appeals process of the program, department, school, and college as outlined in Section B and C of this Article. Grade appeals stop in the college and cannot be appealed to the graduate school.**
- b. If a resolution to the problem identified in the student's appeal cannot be reached at the department or college level, the student may submit a written appeal to the Graduate School Dean. The written appeal must describe in detail the basis in fact for the opinion that the student has been treated unfairly academically and must describe actions taken to resolve the problem at the departmental and college level.
- c. Upon receipt of a written appeal from a student, the Graduate School Dean will contact the appropriate departmental officer to get a response to the questions or objections raised by the student. In some cases, a written response from the department may be requested. The response and appeal is then sent to the Student Affairs Committee of the Graduate Executive Committee. This committee acts in an advisory capacity to the Graduate School Dean and will forward their findings and recommendations to the Graduate School Dean.
- d. The Graduate School Dean will make a decision in the case. This decision may be appealed by either party to the full Graduate Executive Committee, but only if the decision of the Graduate School Dean is in disagreement with the recommendation of the Student Affairs Committee. In this case, the decision of the Graduate Executive Committee is final.