

# ISU School of Social Work

## GRIEVANCE POLICY

A grievance is defined as a complaint arising out of any alleged unauthorized or unjustified act or decision by a member of the University community which in any way adversely affects the status, rights, or privileges of a member of the University community.

Formal and informal procedures for resolving grievances are available both within the School of Social Work and at the University level through the Community Rights and Responsibilities unit in the Dean of Students Office. The School and the University encourage informal resolution of disputes whenever possible before seeking resolution through formal procedures. In general, formal grievances initiated prior to attempting informal resolution will be rejected for review by the School's Student Concerns Committee and Community Rights and Responsibilities. Exceptions are granted only when the faculty, staff member, or student has demonstrated that attempting an informal resolution is impossible. The School and the University also encourage disputants to attempt to resolve grievances within the School prior to engaging the University grievance process, whenever possible. Grievances fall into one of two categories, student-initiated or school-initiated dispositional concerns.

### Student-Initiated Grievances

There are four types of student-initiated grievances:

1. **Grade dispute:** a student disputes a grade received for a course.
2. **Non-grade dispute:** a student alleges a dispute or conflict not related to grades.
3. **Discrimination allegation:** a student alleges intolerance or discriminatory behavior.
4. **Field Placement Conflict:** a student alleges that conditions in the field placement make satisfactory completion of the placement difficult or impossible.

### School-Initiated Dispositional Concern

There are two types of school-initiated grievances.

1. **Academic performance:** a faculty member, staff member, or field instructor raises a concern about a student's academic integrity. (See Appendix C Faculty Referral for Academic Dishonesty for CRR policy and procedures.)
2. **Non-grade performance:** a faculty member, staff member, or field instructor raises a concern about a student's non-academic performance (i.e., violation of the NASW Code of Ethics, the Illinois Clinical Social Work and Social Work Practice Act, or ISU Student Code of Conduct, or illegal behavior).

The informal and formal procedures for each of the grievances listed above are described below. Flow charts for these procedures are located at the end of this document. (See Appendix A, Informal Grievance Procedure and Appendix B, Formal Grievance Procedure.)

## **Student Concerns Committee**

The School Student Concerns Committee hears and attempts to resolve disputes associated with both student-initiated and school-initiated grievances. The Committee is comprised of the Director of the School of Social Work, the BSW Program Director, the MSW Program Director, the Director of Field Education, and the Director of Student Services. If a grievance/dispute is brought against one of the Committee members, then the Director of Admissions and Recruitment will substitute for that member. The Director of Student Services serves as a student advocate and, therefore, is a non-voting member. The Student Concerns Committee convenes as needed. When it is convened, the Committee is chaired by the director of the program associated with the complaint, (i.e., BSW Program Director, MSW Program Director, or Director of Field Education).

## **STUDENT-INITIATED GRIEVANCES**

### **1. Grade Dispute**

When a student disputes a grade, the student should seek an informal resolution with the faculty member, prior to filing a formal grievance. If this proves unsuccessful, it is strongly recommended that the student next seek informal resolution through discussion with the School's Director of Student Services (DSS) who may involve the relevant program director (i.e., MSW Program Director, BSW Program Director, Director of Field Education; or the Director of the School of Social Work). If these additional attempts at informal resolution also are unsuccessful, the student may file a formal grievance with the School of Social Work, or with the Office of Community Rights and Responsibilities.

In formal grievances, the burden of proof is on the student to show that the action taken against him/her was without justification or basic fairness and resulted in negative consequences for the student.

In the School of Social Work faculty have discretion whether or not to change a grade. The School Student Concerns Committee may recommend solutions to the dispute, but the faculty member makes the final decision whether she or he will implement any of the Committee's recommendations.

### **Informal Grievance Procedure**

1. The student discusses his or her grade complaint with the faculty member.
2. If the complaint is not resolved, there are two possible next steps.
  - a. Student completes the School Grievance Form (see Appendix C) and submits it to the Director of Student Services (DSS) for continued efforts at informal resolution no later than the 11<sup>th</sup> day of the semester following the complaint, including the summer semester. A written grievance should include the student's evidence that he/she met the objectives of the course or assignment, the student's understanding of why the staff/faculty member assigned the grade, attempts made by the student to informally resolve the grade dispute with the staff/faculty member, and the outcome of these attempts, OR
  - b. Student formally grieves his or her complaint with Community Rights and

Responsibilities (CRR) in the Dean of Students Office.

3. If the student submits the School Grievance Form, the Director of Student Services (DSS) refers the complaint to the named party or parties and the relevant program director (MSW, BSW, or Field) or the Director of the School, who will meet with the student to attempt resolution, OR the DSS will make a referral to CRR.
4. If the student alleges discrimination or harassment, the complaint is automatically referred by the DSS to the ISU Office for Diversity and Affirmative Action.
5. If the second effort at informal resolution within the School is unsuccessful, the Grievance Record (i.e., the Grievance Form, respondent response to the complaint, and the history of attempts at resolution) is forwarded by the relevant program director or the Director of the School of Social Work to the School of Social Work Student Concerns Committee for a formal hearing.

### **Formal Grievance Procedure**

1. Upon receipt of the Grievance Record, the Student Concerns Committee Chair forwards a copy of the grievance to the faculty member and student involved in the grade dispute and to the Committee members, schedules a hearing and notifies the parties to the dispute and the Committee members of the scheduled meeting time and place.
2. The faculty member will make a written response to the complaint and will forward this to the Student Concerns Committee. The Committee will immediately forward a copy of the response to the student who filed the grievance.
3. The Student Concerns Committee will convene to hear the dispute and make recommendations. The student may bring a supportive representative of his or her choice to the meeting who will be a non-participating attendee. The student and the faculty member will each have 15 minutes to present their cases to the Committee. Once the cases have been made and any follow-up questions answered, the student, student's support person, and the faculty member will leave the room so that the Committee can deliberate.
4. The Committee usually will reconvene that day with the disputants to present its decision and any recommendations orally. However, the Committee may elect not to reconvene.
5. The Committee will present its decision in writing (the Student Concerns Committee Report) regarding the grade including any suggestions to resolve the grievance, and the rationale for its decision within 7 days.
6. The Student Concerns Committee Report will be forwarded to the Director of Student Services to become part of the student's permanent file.
7. The process will be resolved within 60 days from the day the grievance is filed in order to allow a student time to file a grievance at the University level..
8. If the student is still dissatisfied, she or he may file a grievance with the University's Student Grievance Committee within 90 days from the date the grade was assigned (see "Filing A Grievance at the University Level" below).

### **2. Student/ISU Community Member Dispute**

A student may have a conflict with a staff or faculty member that is not related to grades, or encounter significant conflict with another student. Other than disputes related to harassment or discrimination, such conflicts may be addressed in the following ways.

1. If the difficulty is with another student, the student may use the ISU Mediation Program to find resolution at 438-8621 or at [http://www.deanofstudents.ilstu.edu/help/conflict\\_resolution/mediation.shtml](http://www.deanofstudents.ilstu.edu/help/conflict_resolution/mediation.shtml).
2. If the difficulty is with a faculty or staff member, the student may use the procedure for informal resolution described below. Please also see Appendix A: Informal Grievance Procedure.

### **Informal Grievance Procedure**

1. The student discusses his or her complaint with the faculty member, staff member or student.
2. If the complaint is not resolved, there are two possible next steps.
  - a. Student completes the School Grievance Form (see Appendix C) and submits it to the Director of Student Services (DSS) for continued efforts at informal resolution no later than the 11<sup>th</sup> day of the semester following the complaint, including the summer semester. A written grievance should include a detailed description of the staff/faculty's undesired behavior and evidence that the student suffered negative consequences associated with that behavior. OR
  - b. Student formally grieves his or her complaint with Community Rights and Responsibilities (CRR) in the Dean of Students Office.
3. If the student submits the School Grievance Form, the Director of Student Services (DSS) refers the complaint to the named party or parties and the relevant program director (MSW, BSW, or Field) or the Director of the School, who will meet with the student to attempt resolution, OR the DSS will make a referral to CRR.
4. If the complaint is related to discrimination or harassment, the complaint is automatically referred by the DSS to the ISU Office for Diversity and Affirmative Action.
5. If the second effort at informal resolution within the School is unsuccessful, the grievance record is forwarded to the School of Social Work Student Concerns Committee by the relevant program director or the Director of the School for a formal hearing.

### **Formal Grievance Procedure**

1. Upon receipt of the Grievance Record from the Director of Student Services, the Student Concerns Committee Chair will forward a copy of the grievance to the parties involved in the dispute and to the Committee members, schedule a hearing and notify the parties to the dispute and the Committee members of the scheduled meeting time and place.
2. The respondent(s) respond to the complaint in writing and will forward this to the Student Concerns Committee. The Committee will immediately forward a copy of the response to the person who filed the grievance.
3. The Committee will convene to hear the dispute and make recommendations. The respondent(s) may bring supportive representatives of their choice to the meeting who will be non-participating attendees. The parties to the grievance will each have 15 minutes to present their cases to the Committee. Once the arguments have been made and any follow-up questions answered, the parties to the dispute and any support persons will leave the room so that the Committee can deliberate.
4. The Committee usually will reconvene that day with the disputants to present its decision and any recommendations orally. However, the Committee may elect not to reconvene.

5. The Committee will present its decision in writing (the Student Concerns Committee Report) regarding the grade including any suggestions to resolve the grievance, and the rationale for its decision within 7 days.
6. The Student Concerns Committee Report will be forwarded to the Director of Student Services to become part of the student's permanent file. A copy also will be forwarded to the Director of the School to be placed in the staff/faculty member's personnel file.
7. The School's process will be resolved within 60 days from the day the grievance is filed in order to allow the complainant time to file a grievance at the University level.
8. If the student is still dissatisfied, she or he may file a grievance through the ISU Office of Community Rights and Responsibilities within 90 days of the alleged act (see "Filing a Grievance at the University Level" below).

### **3. Discrimination Allegation**

When a grievance is alleged to be based on some form of intolerance or discriminatory behavior, the Office for Diversity and Affirmative Action (ODAA) serves as the first point of review. The Director of Student Services refers discrimination allegations to the Office for Diversity and Affirmative active. The student also can bring a grievance directly to ODAA. Their number is 438-3383, and their web address is <http://www.diversity.ilstu.edu/> (See also the Dean of Students website at [http://www.deanofstudents.ilstu.edu/help/conflict\\_resolution/intolerance-criminal-acts.shtml](http://www.deanofstudents.ilstu.edu/help/conflict_resolution/intolerance-criminal-acts.shtml))

### **4. Field Placement Conflict**

Specific grievance procedures apply when a conflict is related to the field placement. Students experiencing any kind of difficulty during their field placement should follow the problem solving procedures delineated below. The process is essential when a placement may be in jeopardy.

Central to the problem solving process for field placement conflicts is the Placement Improvement Plan (PIP). A Placement Improvement Plan (PIP) may be initiated by any involved party (i.e., the student, the agency-based field instructor, the faculty liaison, or the Director of Field Education). The PIP is the first step in working toward problem resolution while in a field placement. The earlier a problem is identified, the sooner a resolution can be agreed upon. In this spirit, students who are experiencing any type of difficulty in the field placement are encouraged to use the PIP procedure. The PIP is included as an appendix in both the MSW and BSW field manuals.

#### **Informal Grievance Procedure**

1. First, discuss the problem in an issue-oriented manner with the field instructor.
2. Second, using the PIP, discuss the problem and attempt to resolve it at the agency level with the faculty liaison. It is the student's responsibility to discuss the situation with both the field instructor and the faculty liaison who may involve the Director of Field Education to resolve the dispute.
3. Third, a meeting will be scheduled within 14 days of the initiation of the PIP.
4. Once the PIP has been developed and a plan of action agreed upon including specification of the dates when the conditions of the PIP must be met, all parties must sign the PIP.

5. The PIP will be submitted to the Director of Student Services who will place a copy of the document in the student's file and give the student a copy. The DSS also will send a copy to the field instructor, the faculty liaison, and the Director of Field Education.
6. A follow up meeting will be scheduled to determine whether sufficient progress has been made. If so, the placement will continue, generally with a new learning contract. If there has not been sufficient progress, the Director of Field Education will meet with student and the faculty liaison to determine if alternative placement will be pursued on behalf of the student
7. If a satisfactory action plan cannot be agreed on or the student disagrees with the School's decision, the student may then fill out the School Grievance Form and submit it to the Director of Student Services to initiate a formal grievance, or may file a complaint with the Office of Community Rights and Responsibilities.

### **Formal Grievance Procedure**

1. Upon receipt of the Grievance Record from the Director of Student Services, the Student Concerns Committee Chair will forward a copy of the grievance to the parties involved in the dispute and to the Committee members, schedule a hearing within 14 days of the filing of the grievance, and notify the parties to the dispute and the Committee members of the scheduled meeting time and place.
2. The respondent(s) respond to the complaint in writing and will forward this to the Student Concerns Committee. The Committee will immediately forward a copy of the response to the person who filed the grievance.
3. The Committee will convene to hear the dispute and make recommendations. The respondent may bring a supportive representative of his or her choice to the meeting who will be a non-participating attendee. The parties to the grievance will each have 15 minutes to present their cases to the Committee. Once the cases have been made and any follow-up questions answered, the parties to the dispute and the support person will leave the room so that the Committee can deliberate.
4. The Committee usually will reconvene that day with the disputants to present its decision and any recommendations orally. However, the Committee may elect not to reconvene.
5. The Committee will present its decision in writing (the Student Concerns Committee Report) regarding the grade including any suggestions to resolve the grievance, and the rationale for its decision within 7 days.
6. The Student Concerns Committee Report will be forwarded to the Director of Student Services to become part of the student's permanent file.
7. The Committee's document will be forwarded to the Director of Student Services to become part of the student's permanent file. A copy also will be sent to the Director of the School to be placed in the staff/faculty member's personnel file.
8. The School's process will be resolved within 60 days from the day the grievance is filed in order allow the student time to file a grievance at the University level.
9. If the complainant is still dissatisfied, she or he may file a grievance through the ISU Office of Community Rights and Responsibilities within 90 days from the time of the conflict (see "Filing a Grievance at the University Level" below).

# **SCHOOL INITIATED DISPOSITIONAL CONCERN**

## **1. Academic Performance**

A faculty member, staff member, or field instructor may raise a concern about a student's academic honesty. If the complainant determines that the academic dishonesty was deliberate, University policy mandated by the Academic Senate requires that the faculty/staff member refer the student to Community Rights and Responsibilities for academic dishonesty. The faculty member is barred from taking action (e.g., failing the student) until CRR has investigated and determined the appropriate consequences, if any. The faculty member must follow the procedures outlined in Appendix D, Faculty Referral for Academic Dishonesty that includes the criteria for academic dishonesty and outlines the process.

If a faculty member determines that the student's behavior was the result of a misunderstanding about proper procedures or the faculty/staff member's instructions, the faculty member has discretion to negotiate a resolution with the student. If the student is dissatisfied with the faculty member's decision (e.g., require an additional assignment, assign a lower grade), he or she may file a grievance with the School Student Concerns Committee through the Director of Student Services, or may pursue the grievance through Community Rights and Responsibilities.

## **2. Non-Grade Performance**

A faculty member, staff member, or field instructor may raise a concern about a student's non-grade performance (i.e., violation of the NASW Code of Ethics, the Illinois Clinical Social Work and Social Work Practice Act, or ISU Student Code of Conduct, or illegal behavior).

### **Informal Grievance Procedure**

1. The faculty/staff member discusses his or her concern with the student.
2. If the concern is not resolved, the faculty/staff member completes the School Grievance Form (see Appendix C) and submits it to the Director of Student Services (DSS). A written grievance should include a detailed description of the student's unacceptable behavior and the evidence that the student has behaved unethically or illegally.
3. The Director of Student Services refers the complaint to the relevant program director (MSW Program Director, BSW Program Director, or Director of Field Education) or the Director of the School, who will meet with the student to attempt resolution, OR the DSS will make a referral to CRR.
4. If the complaint is related to discrimination or harassment, the complaint is automatically referred by the DSS to the ISU Office for Diversity and Affirmative Action.
5. If the second effort at informal resolution within the School is unsuccessful, the Grievance Record is forwarded to the School of Social Work Student Concerns Committee for a formal hearing.

### **Formal Grievance Procedure**

1. Upon receipt of the Grievance Record from the Director of Student Services, the Student Concerns Committee Chair will forward a copy of the grievance to the student and to the Committee members, schedule a hearing, and notify the parties to the dispute and the Committee members of the scheduled meeting time and place.

2. The student must send a written response to the Director of Student Services or may file a grievance with Community Rights and Responsibilities.
3. If the student responds, the DSS will forward the response to the Student Concerns Committee.
4. The Committee will convene to hear the dispute and make recommendations. The student may bring a supportive representative to the meeting who will be a non-participating attendee. The parties to the grievance will each have 15 minutes to present their cases to the Committee. Once the arguments have been made and any follow-up questions answered, the parties to the dispute and any support persons will leave the room so that the Committee can deliberate.
5. The Committee usually will reconvene that day with the disputants to present its decision and any recommendations orally. However, the Committee may elect not to reconvene.
6. The Committee will present its decision in writing (the Student Concerns Committee Report) regarding the grade including any suggestions to resolve the grievance, and the rationale for its decision within 7 days.
7. The Student Concerns Committee Report will be forwarded to the Director of Student Services to become part of the student's permanent file.
8. The School's process will be resolved within 60 days from the day the grievance is filed in order to allow the complainant time to file a grievance at the University level.
9. If the Committee determines that the grievance is serious enough to warrant termination from the BSW program, the Director of the School of Social Work will send the student a letter of termination from the program and the reasons for it within 7 days of the Committee's determination.
10. If the Committee determines the behavior is sufficiently serious it may recommend termination from the MSW program. The MSW Program Director then will submit a Request for Termination Form with a rationale for the request to the Graduate College.
11. If the respondent is dissatisfied with the Committee decision, she or he may file a grievance through the ISU Office of Community Rights and Responsibilities within 90 days of the alleged violation (see "Filing a Grievance at the University Level" below).

## **TERMINATION FROM THE PROGRAM**

### **BSW Program**

University policy mandates that when a student's cumulative grade point average (GPA) falls below a 2.0 on a 4.0 scale, he or she is placed on academic probation. At the end of any semester, except for summer session, when a student's cumulative GPA is below a 2.0 a second or subsequent time, he or she is dismissed from the University. A student who is academically dismissed from the University is automatically dropped from the BSW Program.

A student may petition to be reinstated in the University. If reinstated the student will be classified as a General Student and receive academic advisement from the University College University College Academic Advisement Center. In order to return to the BSW after being dropped, the student must reapply to and be accepted by the BSW Program.

A student also may be terminated from the BSW program and or the University for academic dishonesty. All charges of academic dishonesty are referred to Community Rights and Responsibilities in the Dean of Students Office for resolution

A student also may be terminated from the BSW program for unacceptable performance (i.e., violation of the NASW Code of Ethics or the Illinois Clinical Social Work and Social Work Practice Act, violation of the ISU Student Code of Conduct, or illegal behavior. If the grievance cannot be resolved informally, a formal grievance will be forwarded to the School Student Concerns Committee by the BSW Program Director. If the School Student Concerns Committee determines that the grievance is serious enough to warrant termination from the BSW program, the Director of the School of Social Work will send the student a letter of termination from the program and the reasons for it within 7 days of the Committee's determination.

### **MSW Program**

Graduate School policy requires that a student must have a minimum cumulative GPA of 3.0 for graduate work at ISU to be in academic good standing. Students who fail to meet this requirement will either be terminated from that degree program or placed on academic probation by the Graduate School. The School of Social Work may recommend that the Graduate School place the student on academic probation for a period of time not to exceed two semesters (including summer if enrolled) OR for a number of credit hours not to exceed 12 credits to raise the GPA to the required standard. A student who fails to bring the cumulative GPA up to a minimum 3.0 during the probationary period will be terminated from the MSW Program by the Graduate School. The MSW Program Director will submit a Request for Termination Form with a rationale for the request to the Graduate College.

A student may be terminated from the MSW program and or the University for academic dishonesty. All charges of academic dishonesty are referred to Community Rights and Responsibilities in the Dean of Students Office for resolution.

A student also may be terminated from the MSW program for unacceptable non-academic performance (i.e., violations of the NASW Code of Ethics or the Illinois Clinical Social Work and Social Work Practice Act, and violations of the ISU Student Code of Conduct, or illegal behavior. If the grievance cannot be resolved informally, a formal grievance will be forwarded to the School Student Concerns Committee by the MSW Program Director. If the School Student Concerns Committee determines the behavior is sufficiently serious it may recommend termination from the program. The MSW Program Director then will submit a Request for Termination Form with a rationale for the request to the Graduate College. Graduate students are admitted to specific degree programs. Dismissal from the MSW Program constitutes dismissal from the University.

### **FILING A GRIEVANCE AT THE UNIVERSITY LEVEL**

Student who wish to file a grievance at the University level, may do so through Community Rights and Responsibilities in the Dean of Students Office. The following text is taken from the Dean of Student's website: <http://www.deanofstudents.ilstu.edu/students/FilingaGrievance.shtml>

Prior to filing a grievance, it is strongly recommended that an informal resolution be sought with the faculty, staff member, or student in question. If this proves unsuccessful, the student is also strongly recommended to seek informal resolution with the individual's supervisor or academic department chair.

In general, students submitting cases to the ISU Student Grievance Committee that have not sought informal resolution have been rejected for review. Exceptions are generally granted only when the faculty, staff member, or student has demonstrably created an environment that makes informal resolution impossible. All parties to grievances may seek alternative dispute resolution opportunities through the University Mediation Program.

It is critical to note that students have a limited period of time in which to file a grievance. The deadline is ninety days from the date of the alleged act taking place. Exceptions are granted in rare cases only when a student is able to demonstrate that the faculty or staff member prevented her/him from filing within the accepted time period.

### **ISU Student Grievance Committee Procedures**

The following text is taken from the Dean of Students website at:

[http://www.deanofstudents.ilstu.edu/help/conflict\\_resolution/student-grievances/code-conduct-grievances.shtml](http://www.deanofstudents.ilstu.edu/help/conflict_resolution/student-grievances/code-conduct-grievances.shtml)

If attempts at informal resolution have not been successful, the case may then be submitted to the Student Grievance Committee for review. The members of the Student Grievance Committee shall be five students and five faculty members nominated by the Academic Senate and appointed by the President. The Executive Secretary of the Student Code Enforcement and Review Board or his/her designee serves as a non-voting member. The Chairperson of the Student Grievance Committee shall be elected by the Committee.

In order to file the grievance, you may visit

<http://www.deanofstudents.ilstu.edu/downloads/crr/grievance-packet.pdf> and print out the necessary forms, or go to the Dean of Students Office at 140 Bone Student Center to get the forms. Once you have completed this, submit it to the Community Rights & Responsibilities unit at the Dean of Students office. (See Appendix E for the CRR Grievance Process Request Packet.)

Once a grievance request is filed with the Community Rights and Responsibilities unit of the Dean of Students Office, it will be reviewed by the Student Grievance Committee (SGC) at its next operational meeting. The committee does not operate during the summer months, or between fall and spring semesters.

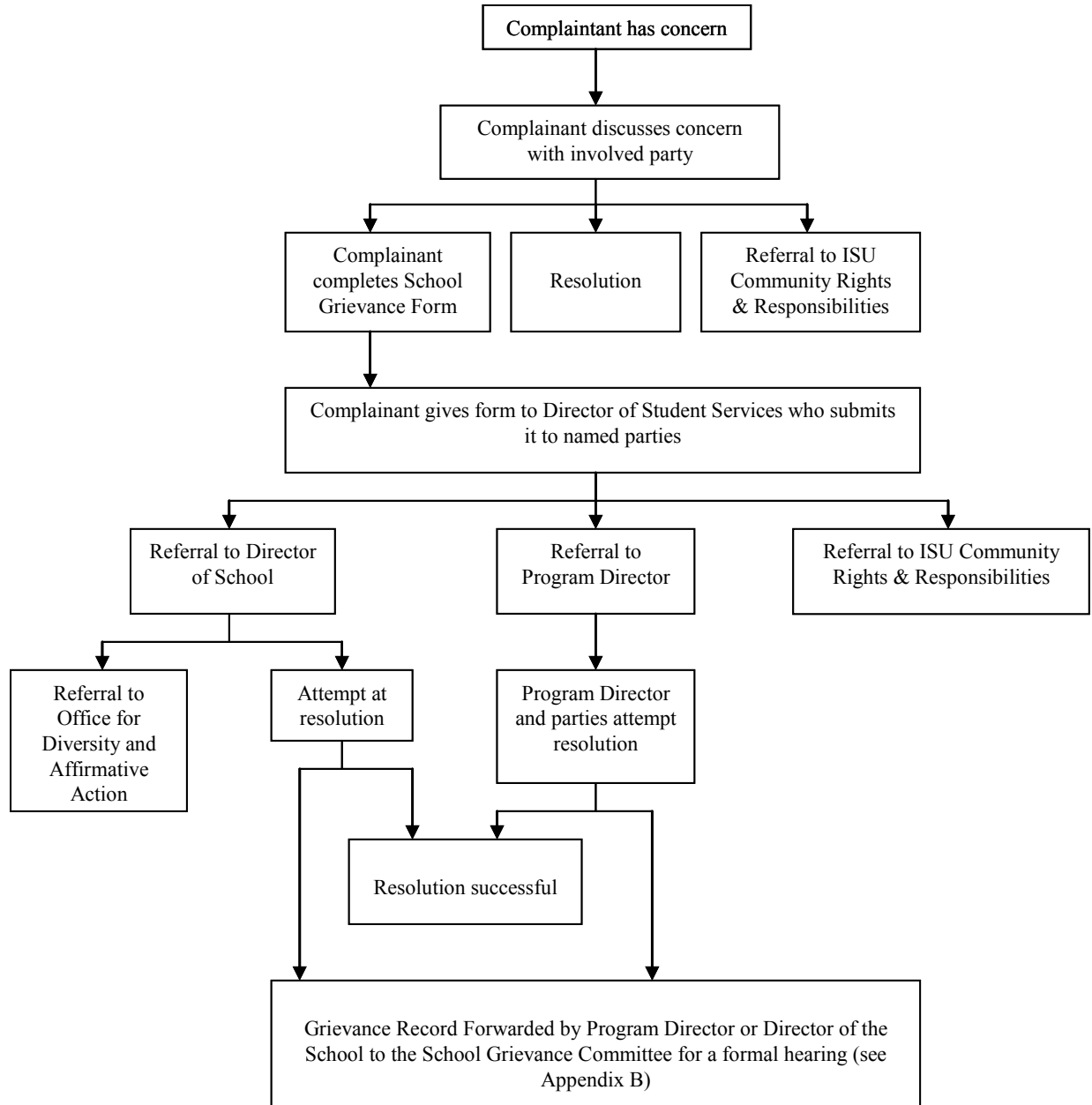
The faculty or staff member involved will also be made aware of the pending grievance, and will be provided with a copy of the formal grievance.

### **Procedures**

1. The initial review of the case is a confidential blind review. All names, addresses, and course designations are removed from the written grievance petition. The Committee as a whole determines from the petition if the case merits investigation. If not, the grievance is denied at that point, and the complainant is so notified. If the grievance is accepted for investigation, the Committee notifies the complainant and respondent in writing and arranges for a swift and comprehensive investigation. An attempt is made to resolve the matter; if appropriate, at this level.
2. After the investigation, the Committee may deny the grievance, recommend a resolution, or; if the case merits further consideration, arrange for a formal hearing. The parties involved, including the appropriate University investigating office, shall be notified in writing of the decision and the reasons for that decision.
3. When a formal hearing is required, such a hearing will be scheduled promptly and the parties will be notified in writing of the scheduled time and place. At the hearing, the parties directly involved and witnesses may testify and be questioned by the opposite party and Committee members. Only evidence presented at the hearing will be considered in the final judgment.
4. Either party may, for cause, request that any member(s) of the committee be excluded from consideration of the case. Such a request must be made to the Executive Secretary Members of the Committee may disqualify themselves for any reason.
5. Should a disqualification occur, the Executive Secretary shall appoint an alternate from the same constituency for the remainder of the case.
6. The accused shall have the right to have a written notice of the charges and of the name(s) of the complainant(s). Each party may present evidence and witnesses on its behalf.
1. After a hearing, the Committee may deny the grievance or recommend a resolution. The parties involved, including the appropriate University investigating officer; shall be notified in writing of the decision and the reasons for that decision.

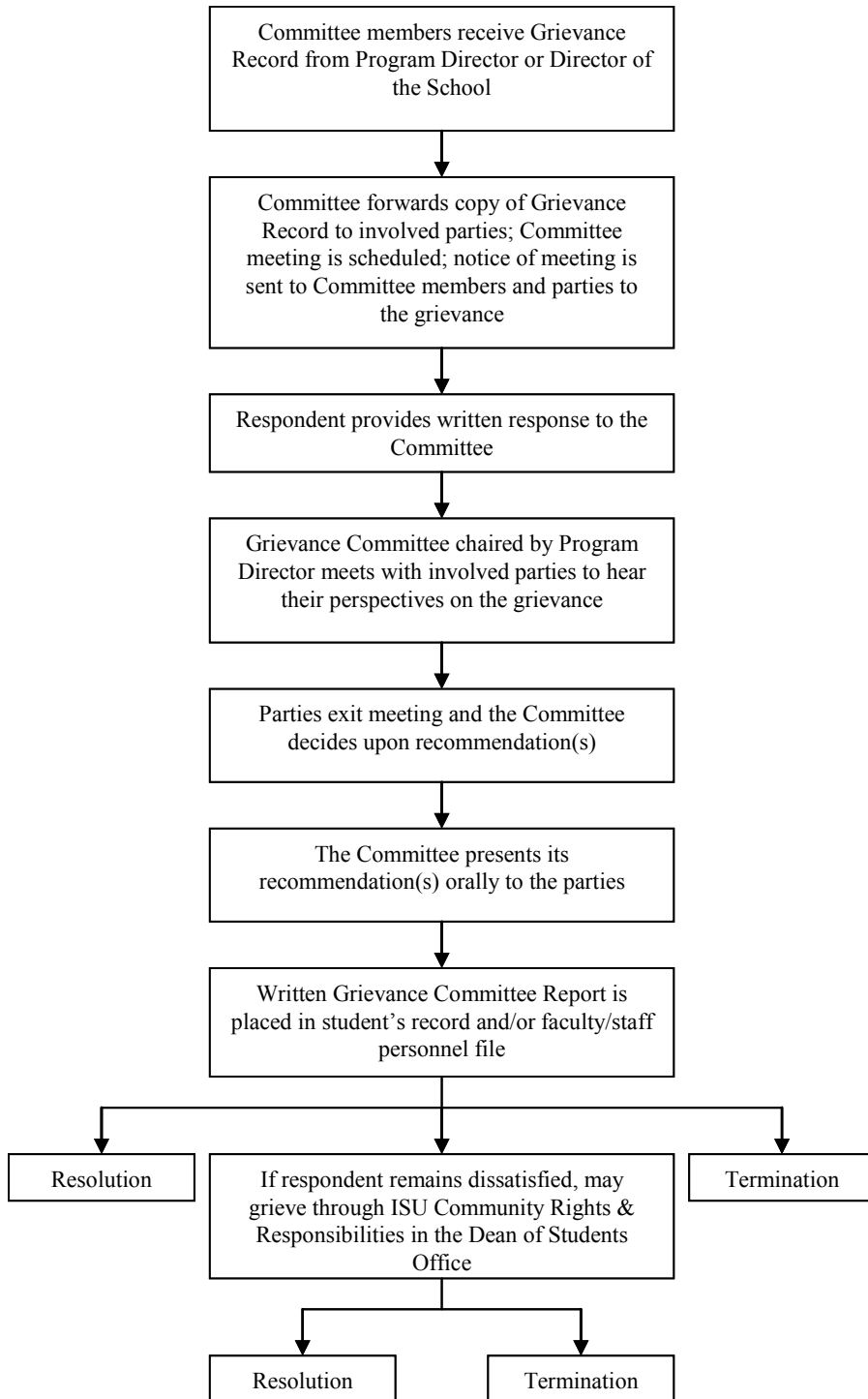
# APPENDIX A: INFORMAL GRIEVANCE PROCEDURE

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## APPENDIX B: FORMAL GRIEVANCE PROCEDURE

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## APPENDIX C: SCHOOL GRIEVANCE FORM

### Part One: General Information

Name \_\_\_\_\_

UID \_\_\_\_\_

Program \_\_\_\_\_

Student or Faculty/Staff \_\_\_\_\_

Date of Action \_\_\_\_\_

### Part Two: Grievance Information

On separate sheets of paper please provide the information requested below.

Include all information you wish to have considered by the School Student Concerns Committee, including witness statements, academic papers, project outlines, tests, course syllabi, etc. *An incomplete School Grievance Form will either be sent back with a request for more information, or the grievance will be denied without further review.*

Your grievance should be formatted as follows:

- A. Date of act or decision you are grieving.
- B. Brief description of the alleged act or decision.
- C. Explanation of the basis for your grievance
  - a. For students these are limited to:
    - Grade dispute
    - Non-academic dispute
    - Field placement conflict
  - b. For faculty/staff
    - Academic performance
    - Non-academic performance
- D. Provide the course/School/University policy or regulation, individual right, etc... you believe has been violated.
- E. Clearly and concisely state why you believe the act or decision you are grieving is contrary to the policy, regulation, or right you have cited.
- F. Describe the way in which your status, rights, or privileges have been adversely affected.
- G. Provide the chronology in narrative form of all pertinent events leading to the act or decision being grieved. Include relevant names and dates.
- H. Describe attempts at informal resolution of the grievance.

- I. State explicitly the outcome/action/remedy you are seeking via this grievance.**
- J. Provide any additional information you believe is relevant to your grievance. Include any written statements from witnesses, and names, addresses, and telephone numbers of people who have agreed to speak to the School Student Concerns Committee on your behalf.**
- K. Include all documents and information you wish to have considered.**

**Signature** \_\_\_\_\_

**Printed Name** \_\_\_\_\_

**Date** \_\_\_\_\_

By signing above, I hereby acknowledge that (1) the information provided in this grievance and all attachments is complete and true to the best of my knowledge, and (2) I am aware of the policies and procedures concerning grievances set forth in School of Social Work Grievance Policy.

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For School Student Concerns Committee Use Only

Received on: \_\_\_\_\_  
 Committee hearing on: \_\_\_\_\_  
 Committee Report sent on: \_\_\_\_\_

Adapted from ISU Community Rights and Responsibilities Grievance Process Request Packet (2007)

**APPENDIX D: FACULTY REFERRAL FOR ACADEMIC DISHONESTY**

**Community Rights and Responsibilities**  
**Faculty Referral for Academic Dishonesty**

**Section 1**

**Faculty/Instructor Information**

Referring Faculty Member \_\_\_\_\_

Department \_\_\_\_\_

Mail Code \_\_\_\_\_ Telephone \_\_\_\_\_

E-Mail Address \_\_\_\_\_

**Student Information (1 student per form)**

Student Name \_\_\_\_\_

Course \_\_\_\_\_ Section \_\_\_\_\_

Student ID # (Last 4 digits only) \_\_\_\_\_

If you have a local address and/or telephone number for this student, please provide:

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

**Please briefly state the nature of your complaint. What happened?**

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

**Section 2**

**Policy Violation**

Please indicate which portion of the Academic Integrity Policy was allegedly violated by the student (check all that apply):

\_\_\_\_\_ possessing or utilizing any means of assistance (books, notes, papers, articles, etc.) in an attempt to succeed at any quiz or examination unless specifically authorized by the instructor.

\_\_\_\_\_ taking any action with intent to deceive the person in charge as to the student's acting without honesty to complete an assignment, such as falsifying data or sources, providing false information, etc. Students are prohibited from conversation or other communication in examinations except as authorized by the instructor.

\_\_\_\_\_ appropriating without acknowledgement and authorization another's computer program, or the results of the program (in whole or part) for a computer-related exercise or assignment.

\_\_\_\_\_ Plagiarism. For the purpose of this policy, plagiarism is the unacknowledged appropriation of another's work, words, or ideas in any themes, outlines, papers, reports, speeches, or other academic work. Students must ascertain from the instructor in each course the appropriate means of documentation.

\_\_\_\_\_ submitting the same paper for more than one University course without the prior approval of the instructors.

\_\_\_\_\_ willfully giving or receiving unauthorized or unacknowledged assistance on any assignment. This may include the reproduction and/or dissemination of test materials. Both parties to such collusion are considered responsible.

\_\_\_\_\_ substituting for another student in any quiz or examination.

\_\_\_\_\_ involvement in the advertisement, solicitation, or sale of term papers or research papers.

\_\_\_\_\_ Other. Please explain. \_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

### **Section 3**

#### **Resolution Information**

- 1) Confidentially inform the student that you have a concern with the assignment and would like to discuss it. If more than one student is involved, each should be informed individually.
- 2) Set the meeting time for when you are both available to review the assignment together calmly. If appropriate, request that the student bring in their rough work and reference materials to the meeting; this may help you determine the root of the problem. If you have identified the sources yourself, have them available for reference during the meeting.
- 3) Meet with the student. The meeting should give you a sense for how the student constructed the assignment, the materials used, how many drafts were written, how many papers the student has written before, etc. This is your opportunity to assess whether or not the student may benefit from a remedial intervention or whether the matter needs to be referred to Community Rights and Responsibilities (CRR).
  - a) If the student acknowledges committing academic dishonesty, you may then assign a grade penalty. Go over with the student what the academic penalty is and how you arrived with that penalty (refer to your syllabus, department policies/handbook, etc.).
- 5) If the student denies committing academic dishonesty, but you are convinced otherwise, any grade penalty should be deferred and the case must be forwarded to CRR.
- 6) At no time should the student feel coerced into agreeing to a violation. Let the student know about his or her options and if warranted give the student time to think about the decision and have him/her contact our office for information regarding the process.

#### **Check one only:**

- \_\_\_\_\_ I have met with the student and the student has accepted responsibility for the infraction.
- \_\_\_\_\_ I have met with the student and the student has denied responsibility for the infraction.
- \_\_\_\_\_ I have not met with the student.  
State reason for no meeting:

If the student **ACCEPTS** responsibility, complete **Section 4**

If the student **DENIES** responsibility, complete **Section 5**

If you **DID NOT MEET** with the student, complete **Section 6**

**Section 4**

**Acceptance of responsibility**

By accepting responsibility, the student acknowledges a violation of Policy B1, Academic Integrity. The student and the faculty agree to the academic resolution noted below and to forward to matter Community Rights and Responsibilities (CRR) for review.

**Academic Penalty Applied** \_\_\_\_\_

\_\_\_\_\_

By signing below, the student is aware that:

- 1) He/she is agreeing to the academic penalty listed above.
- 2) The right to appeal the academic penalty is waived.
- 3) No resolution is official until confirmed by a letter from a Community Rights and Responsibilities Case Manager.

**Student Signature** \_\_\_\_\_ **Date** \_\_\_\_\_

By my signature below, I attest that I have met with the student, explained the academic dishonesty violation process with the student, and have worked out an informal resolution with the student.

**Faculty Signature** \_\_\_\_\_ **Date:** \_\_\_\_\_

Additionally, the faculty member is also asked (but not required) to offer a recommendation on how the disciplinary case is processed by CRR.

**Disciplinary Recommendation of Faculty Member (check one, recommendation only):**

\_\_\_\_\_ I recommend no formal disciplinary action unless the student has a history of academic dishonesty or is not in good disciplinary standing.

\_\_\_\_\_ I recommend formal disciplinary action involving Disciplinary Probation and any educational sanctions imposed by CRR.

\_\_\_\_\_ I recommend formal disciplinary action up to and including disciplinary suspension or dismissal from the University.

Upon completing this agreement with the student, please forward this completed packet to CRR, maintaining a photocopy for your own records. A copy may also be provided to the student upon request. In addition, please forward copies of all appropriate materials related to the violation for our records.

Once received by CRR, a professional staff member will contact you regarding the final disposition of the case.

If you have any questions, please contact CRR at (309) 438-8621.

**Section 5**

**Denial of Responsibility**

By signing below, the student denies a violation of Policy B1, Academic Integrity and requests a formal disciplinary process by which to resolve the allegation. The faculty member is required to immediately forward this case to Community Rights and Responsibilities (CRR). **Both the faculty member and the student understand that there will be a delay of any academic penalty until the conclusion of the student disciplinary process.**

Student Signature \_\_\_\_\_

Date \_\_\_\_\_

Faculty Signature \_\_\_\_\_

Date: \_\_\_\_\_

In forwarding the case to CRR, the faculty member should do the following:

1. **Forward this packet to CRR**, maintaining a photocopy for your own records. A copy may also be provided to the student upon request.
2. **Forward all appropriate materials reflecting the violation** of academic integrity. This could include materials such as papers, exams, and disks, as well as any appropriate source materials.

Once your complaint and materials have been received by CRR, a professional staff member will contact you to review the case and outline the disciplinary process for you, including providing you with a general time frame for resolution.

If you have any questions, please contact CRR at (309) 438-8621.

**Section 6**

**Did not meet with the student**

Because the faculty member did not meet with the student, the case will need to be handled through the disciplinary process. The faculty member is required to forward this case to Community Rights and Responsibilities (CRR) for review. A staff member in CRR will meet with the student to see if an informal resolution can be reached, based on the faculty member's recommendation for academic and disciplinary penalties. If an informal decision cannot be reached, the case will be sent to the University Hearing Panel for resolution.

**The faculty member understands that there will be a delay of any academic penalty until the conclusion of the disciplinary process.**

Academic Penalty Given to Student if Student Accepts Responsibility for Violation:

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**Disciplinary Recommendation** of Faculty Member (check one, recommendation only):

- \_\_\_\_\_ I recommend no disciplinary action unless the student has a history of academic dishonesty or is not in good disciplinary standing.
- \_\_\_\_\_ I recommend formal disciplinary action involving Disciplinary Probation and any educational sanctions imposed by CRR.
- \_\_\_\_\_ I recommend formal disciplinary action up to and including disciplinary suspension or dismissal from the University.

Faculty Signature \_\_\_\_\_

Date \_\_\_\_\_

## APPENDIX E: CRR GRIEVANCE PROCESS REQUEST PACKET



# Community Rights & Responsibilities at Illinois State University

## GRIEVANCE PROCESS REQUEST PACKET

The student grievance process exists to protect students from arbitrary, capricious, and/or unfair acts being committed against them by University faculty and staff. In the grievance process, a select committee of students, faculty, and staff review complaints to determine if they warrant further investigation. Thus, the burden is on the complaining party to make a compelling case that his or her status, rights, or privileges have been adversely affected by some unfair act. The initial review is a blind process, where the names of all people involved are removed. Should the Committee decide to investigate a complaint, one student committee member and one faculty/staff member shall be appointed to review the case in depth. The full committee will then meet to review the findings of the investigators and recommend appropriate action, if any.

By filling out the enclosed form, you acknowledge that you are familiar with all conditions for filing a grievance, as outlined in the Code of Student Conduct.

Please fill out the requested information and print this form. Then send it, along with a written summary of your case, to Community Rights & Responsibilities, Campus Box 2440 (120 Student Services Building). You must fill out all information for your request to be considered.

### Part One: General Information

Your Name \_\_\_\_\_

Local Address \_\_\_\_\_

City, State, Zip \_\_\_\_\_

Permanent Address \_\_\_\_\_

City, State, Zip \_\_\_\_\_

Local Phone \_\_\_\_\_

Complaint Against \_\_\_\_\_

Department \_\_\_\_\_  
Course # & Section \_\_\_\_\_  
Semester / Year \_\_\_\_\_  
Date of Action \_\_\_\_\_

Are you filing this request within 90 days of the alleged action?      YES      NO

If "NO", please note reasons why the Grievance Committee should entertain this grievance after the deadline:

Part Two: Grievance Basis

On separate sheets of paper, please provide information relating to the areas noted below.

The student should include all information they wish to have considered by the Committee, including written witness statements, academic papers, projects outlines, etc. It is also useful to provide a copy of the course syllabus where appropriate. Incomplete grievances will either be sent back to the student with a request for more information, or denied without further review.

The grievance should be formatted as follows:

A. Date of act or decision you are challenging

B. Briefly describe the alleged act or decision

C. Explain the basis for your challenge. These are limited to:

1. For academic grievances, give course/department/University regulation or policy which you feel has been violated by the act or decision. Be sure to include a copy of the course syllabus and an explanation of the course requirements, grading criteria, etc...as appropriate.

2. For non-academic grievances, give University regulation or policy, individual right, etc...which you believe has been violated.

D. Clearly and concisely state why you believe the act or decision being challenged is contrary to the policy, regulation, or right you have cited.

**E. Provide the chronology in narrative form of all pertinent events leading up to the act or decision being challenged. Include names and dates wherever relevant.**

**F. Attempted Informal Resolution of Grievance:**

**1. Describe your discussion(s) regarding the complaint with the person/office against whom the grievance is being filed. Include date(s) of discussion(s).**

**2. Describe your discussion(s) regarding the complaint with the chairperson/supervisor. Include date(s) of discussion(s).**

**3. Describe any other informal attempts to resolve the conflict.**

**G. State explicitly what outcome/action/remedy you are seeking via this grievance petition.**

**H. Provide any additional information which you believe is relevant to your grievance. Include any written statements from witnesses, as well as names, addresses, and telephone numbers only of those people whom have explicitly agreed to speak to the Student Grievance Committee on your behalf.**

**I. Include all documents and information you wish to have considered.**

**Signature** \_\_\_\_\_

**Printed Name** \_\_\_\_\_

**Date** \_\_\_\_\_

By signing above, I hereby acknowledge that (1) the information provided in this grievance (and all attachments) is complete and true to the best of my knowledge and (2) I am aware of the policies and procedures concerning student grievances as set forth in the current Code of Student Conduct and other pertinent University documents.

For CR&R Use Only: \_\_\_\_\_

Received by CR&R on: \_\_\_\_\_

Prepared for Committee on: \_\_\_\_\_

Initial Review of Committee on: \_\_\_\_\_

Decision Letter Mailed on: \_\_\_\_\_

Final Disposition of Case: \_\_\_\_\_

\_\_\_\_\_