



Committee Meeting: Policy & Governance Committee	Date: September 14, 2018
Committee Chair: Trustee Kathleen Masiello	
New or Edited Policy: Edited policy that references V-A-6c Student Complaint Procedure, replaces Student Grievance Policy V-A-4, and supersedes Student Grievance of Academic Decisions Policy approved by Board on April 26, 2018	

POLICY NAME: Student Grievance of Academic Decisions Policy

POLICY TYPE: Managerial

SUBMITTED BY: Dean of Liberal Arts and Sciences, Dr. Jamie Smith

ISSUE OR STATEMENT OF PURPOSE: SUNY Erie systematically addresses academic student grievances received from registered students in a uniform process that addresses informal and formal academic student grievances, outlines the procedures for filing an academic grievance, and addresses how student grievances are reviewed and resolved in a timely manner.

Academic issues include any accusation of failure to meet protocols, measurements, guidelines, or rubrics outlined within the context of a course and/or clinical setting; including a College policy or procedure that results in the student receiving a grade, suspension or dismissal from a class, internship and/or a clinical setting, or an academic program.

Employees of SUNY Erie are obligated to report any knowledge of complaints that are perceived to be discriminatory based on race, ethnicity or gender, harassing, disability or sexually violent as they are covered under Title IX and should be immediately referred to the Office of Equity and Diversity. For expanded definitions and/or the procedures to inform or file a Title IX complaint, visit <https://www.ecc.edu/equity-diversity/>.

NEW OR EDITED POLICY: Edited Policy that references Student Affairs Policy V-A-6c Student Complaint Procedure under the Student Code of Conduct, replaces V-A-4 Student Grievance Policy and supersedes Student Grievance of Academic Decisions received by the Board on April 26, 2018.

Background: This policy was developed to establish a separate grievance policy to deal with Student Academic Complaint issues. The existing student grievance policy Student Grievance Policy V-A-4, is a standalone policy and is superceded by this policy. In addition, the student complaint policy Student Complaint Procedure V-A-6c is under the Code of Student Conduct and, thus, a Student Affairs policy that and should be edited to be aligned and comparable to this Student Grievance of Academic Decisions Policy, as required by Middle States Commission Higher on Education.

This Student Grievance of Academic Decisions policy is intended to address the grievances of students experiencing dissatisfaction based on the grading, academic program, internship, clinical, class placement, assessment suspension or dismissal in an equitable, timely and uniform manner. Before filing a formal complaint, the student must attempt to resolve the issue through the informal process outlined in the Procedures for Student Grievance of Academic Decisions (Appendix A). Adherence to the procedures will



Policy - Student Grievance of Academic Decisions Policy - Continued

ensure a documented process for addressing filed grievances, ensuring student grievances are reviewed, addressed and resolved in a uniform, and timely manner.

The documentation of student complaints is maintained by all faculty and staff of SUNY Erie of any issue taking place in or out of the classroom for reporting purposes and to provide background in case a grievance escalates. See Appendices B and C - SUNY Erie Academic Affairs Online Praise, Complaint, Suggestion Form and its accompanying Log of Submissions. Title IX complaints are logged along with all students' complaints. Federal law 34 CFR 602.16(a) (1)(ix), obliges SUNY Erie to track student complaints to maintain quality of service.

Although logged, Title IX or any complaints regarding harassment or discrimination do not follow this policy or the related procedures. As per the U.S. Department of Education, Title IX complaints are handled in accordance to the rules and regulations for such complaints through the College's Office of Equity and Diversity.

Exhibits supporting the policy include:

- Exhibit A: Procedures for the Student Academic Grievances
- Exhibit B: SUNY Erie Academic Affairs Online Praise / Complaint / Suggestion Form
- Exhibit C: SUNY Erie Academic Affairs Online Praise, Complaint, Suggestion Form - Log of Submissions
- Exhibit D: Flowchart of Academic Grievances

DOES IT SUPERCEDE A POLICY/WHICH ONE: Student Grievance of Academic Decisions received by the Board on April 26, 2018.

POLICY COMMITTEE RECOMMENDED ACTION:

Policy Committee recommends the Board of Trustees accept the Managerial policy under the Committee Briefings, Policy & Governance Committee. This Policy supersedes all prior policies/procedures and practices related to Student Grievance of Academic Decisions Policy.

POLICY COMMITTEE MEMBERS PRESENT: Trustee Kathleen Masiello, Trustee Susan Swarts, Student Trustee TK Adebayo, Executive Vice President for Administration and Finance Penelope Howard, Vice President of Enrollment Steven Smith, Vice President of Student Affairs Nora Clark, Vice President of Facilities and Security Tracy Gast, Director of Registrar Paul Lamanna, Dean of Liberal Arts and Sciences Joanne Colmerauer, College Senate Representative Michael Delaney, Dean of Students Petrina Hill-Cheatom.

DATE OF BOARD ACCEPTANCE: September 27, 2018

POLICY COMMITTEE TEAM FOLLOW-UP:

Following Trustees acceptance, this Managerial policy will be included in the SUNY Erie Managerial Policy Manual and the Student Handbook.

INFORMATION/INPUT CONSIDERED DURING POLICY COMMITTEE DELIBERATIONS:

Student Grievance Policy (V-A-4) Student Complaint Procedure (V-A-6c)



Policy - Student Grievance of Academic Decisions Policy - Continued

<http://www.highered.nysed.gov/ocue/spr/COMPLAINTFORMINFO.html>

<http://www.highered.nysed.gov/ocue/spr/documents/complaintform-accessible.pdf>

<http://www.monroecc.edu/fileadmin/SiteFiles/GeneralContent/depts/Student-Rights-andResponsibilities/documents/StudentComplaintProtocol.pdf>

The Policy has been reviewed and discussed at the Policy & Governance Committee meeting of August 17, 2018 and September 14, 2018.



Exhibit A: Procedures for Student Grievance of Academic Decisions

Students who perceive that their rights were violated through an inappropriate interpretation, application or enforcement of a policy must engage in the informal grievance process before engaging in the formal grievance process. Title IX complaints are not subject to this requirement and must be documented and then submitted to the Office of Equity and Diversity according to the Title IX procedure. Employees of SUNY Erie are obligated to report any knowledge of complaints that are perceived to be discriminatory based on race, ethnicity or gender, harassing, disability or sexually violent as these complaints are Title IX and should be immediately referred to the Office of Equity and Diversity. For an expanded definitions and or the procedure to inform or file a Title IX complaint visit <https://www.ecc.edu/equity-diversity/>.

All faculty and staff of SUNY Erie must document knowledge of student complaints for reporting purposes and to provide background if the grievance escalates. This includes logging of Title IX complaints. Additionally, SUNY Erie has an obligation under federal law 34 CFR 602.16(a)(1)(ix) to track student complaints to maintain quality of service.

The Procedures for Student Grievance of Academic Decisions offer both complainant and respondent the opportunity for mediation and resolution by following a systematic process.

Informal Grievance Process:

1. The first step in the Informal Grievance Process involving complaints related to a grade on a (test, paper, quiz, exam or another assignment) requires the student to first attempt resolution with the instructor of the course. If the concern pertains to a grade received in a course, the request for review must be made no later than three weeks after the final grade for the course is submitted.
2. If a resolution is not reached with the instructor, the student must next attempt resolution with the Department Chair or Head of the department involved.
3. If a resolution cannot be reached with the Department Chair or Head, the student may then contact the Dean of Academics over the department, or Vice Provost if a Health Sciences program, to consider the student's request and attempt to negotiate an equitable resolution between the student and instructor.
4. At this point, if the student is not satisfied with the resolution, the student may then file a formal grievance that will be presented to a committee for adjudication. The steps of the formal grievance process are below.

All faculty and staff that are informed of the students' complaint during the informal complaint process are required to log the complaint in compliance with SUNY Erie, State University of New York (SUNY), New York State Education and Federal requirements. The record of the complaint must identify the student, the nature of the complaint and individuals involved, the individual reporting the complaint, and the steps used to resolve the complaint. The complaints can be tracked on the [SUNY Erie Academic Affairs Online Praise, Complaint – Log of Submissions](#).



Exhibit A Continued: Procedures for Student Grievance of Academic Decisions

Formal Grievance Process:

The Formal Grievance Process is invoked when a student is unable to achieve resolution through the Informal Grievance Process.

1. Students who wish to progress into the Formal Grievance Procedure must to submit their grievance and their recollection of all interactions during the Informal Grievance Process to the Dean of Academics or Vice Provost over the department that was involved in the Informal Grievance Process. The Dean of Academics or Vice Provost must record the escalation of the grievance. The escalation can be documented with the [SUNY Erie Academic Affairs Online Praise, Complaint, Suggestion - Log of Submissions](#).
2. Students may opt to involve another staff or faculty member as a Staff Advocate to advocate on their behalf and to help them navigate as the issue is investigated with the goal of achieving a fair and equitable outcome. The Dean of Students' office can be contacted for more information on the role of Student Advocates.
3. The student's grievance will be reviewed by the Adjudicating Committee. The committee will be convened when the Dean of Academics notifies the Provost's office of the formal grievance.
4. The Adjudicating Committee will be comprised of members of the academic team, representatives of Student Affairs and faculty members, minimally. At least one member of this adjudicating body will be trained on SUNY policies, educational law and the adjudication process.
5. The Adjudicating Committee will review the grievance and any accompanying documentation submitted from the faculty member(s) involved in the grievance, the complainant and any witnesses. The Adjudicating Committee may question any of the parties involved in the process.
6. The Adjudicating Committee's written recommendation will be submitted to the Provost and Executive Vice President who oversees Academic Affairs and Student Services. The Adjudicating Committee will address any questions of the Provost and the Provost will provide a written decision to all persons involved. The final decision rests with the Provost. New information is the only factor that can be considered for revisiting the case.
7. The official decision will be sent within thirty days to the student via email, certified mail return receipt and regular mail and the Provost's decision will be final unless new evidence, or a new information that would impact the decision is presented. Student should maintain current contact information at the college.
8. Notification of a request to reexamine a case based on new evidence must be submitted in writing to the Office of the Provost. The Provost will notify the student within 30 days of receipt of request as to how to proceed.



9. The adjudication committee and the Provost's decision are required to log the complaint in compliance with SUNY Erie, the State University of New York (SUNY), New York State Education and Federal requirements.



Exhibit B

SUNY Erie Academic Affairs Online Praise / Complaint / Suggestion Form

It is the intent of SUNY Erie to continually improve upon its services and recognize those who go above and beyond. Your praises are welcome as well as your concerns. Students are invited to use this form to provide details of positive or negative experiences at the college. The college will work to recognize those who have made your experience great and will confidentially work toward a prompt resolution of issues that affect your education and experience here.

For complaints, students are expected to follow the Student Grievance of Academic Decision policy, as outlined in the student handbook and in the online catalog. Faculty or staff logging information on a student's behalf are required to include identifying information such as student name or identification/ID number. Faculty are mandated to report all student complaints.

This form is part of SUNY Erie's ongoing assessment and will assist the college to recognize strengths, weaknesses, and address concerns. Thank you for attending SUNY Erie!

* Required

Student ID# and Full Name

Your answer

Person Submitting

- Choose
- Student
- Faculty
- Support Staff
- Administrator
- Parent
- Other

If Faculty or Staff, enter your name.

(Faculty and Staff are mandatory reporters for complaints for state reporting, and must leave their name and student name or ID # for follow up.)

Your answer

Campus *



CITY
NORTH
SOUTH
ALL
ONLINE

Type of Praise, Complaint, or Suggestion *

Choose
Complaint
Discrimination
General Comment or Suggestion
General Concern
General Praise
Harassment
Nomination for an Award
Personal Concern
Policies
Safety / Security
Other

Topic of Praise, Complaint, or Suggestion *

For topics outside of your classroom or academic program, please contact Student Affairs.

Choose
Academic Matters, Excluding Grades
Academic Matters, Including Grades
College Policy Regarding Academics
Other

Summary of Praise, Complaint, or Suggestion

Please summarize in your own words here. (The last question will ask for any additional details you may want to provide.)

Your answer

Business and Public Services Division

If in this division, select the department: degree program or certificate that you are in. (If not in this division, skip this question.)

Choose
Business Administration, A.A.S.
Business Administration, A.S. (Transfer)
Business Administration: Accounting Technician, Certificate
Business Administration: Entrepreneurship, Certificate



Business Administration: Office Management, A.A.S.
Criminal Justice, A.S.
Criminal Justice/Law Enforcement, A.A.S.
Criminal Justice: Corrections Officer, Certificate
Criminal Justice: Crime Scene Technology, Certificate
Early Childhood, A.A.S.
Early Childhood Studies, Certificate
Emergency Management, A.S.
Hospitality Management: Baking and Pastry Arts, Certificate
Hospitality Management: Brewing Science and Service, Certificate
Health and Wellness Promotion, A.S.
Health and Wellness Promotion: Sports and Leisure Studies: Exercise Studies Track
Health and Wellness Promotion: Sports and Leisure Studies: Health Studies Track
Hospitality Management: Culinary Arts, A.O.S.
Hospitality Management: Food Preparation and Safety, Certificate
Hospitality Management: Hotel Restaurant Management, A.A.S.
Paralegal, A.A.S.
Physical Education Studies, A.S.
Police Science, A.A.S.
Police Science: Homeland Security, Certificate
Police Science: Police Basic Training, Certificate
Sports and Leisure Studies, A.S.
Other

Engineering and Technologies Division

If in this division, select the department: degree program or certificate that you are in. (If not in this division, skip this question.)

Choose

Architecture Technology, A.A.S.
Automotive Technology, A.A.S.
Automotive Technology/Ford ASSET Option, A.A.S.
Automotive Technology/Mopar CAP Option, A.A.S.
Automotive Trades: Autobody Repair, A.A.S.
Building Management and Maintenance, A.O.S.
Building Management and Maintenance: Building Trades/Residential Light Commercial, Certificate
Building Management and Maintenance: Green Building Technology, Certificate
Building Management and Maintenance: Heating, Ventilation, Air Conditioning & Refrigeration, Certificate
Civil Engineering Technology, A.A.S.
Computer-Aided Drafting/Design Technology (CADD), A.A.S.
Computer and Electronics Technology, A.A.S.
Computer and Electronics Technology: Casino Gaming Machine Repair Technician, Certificate
Computer and Electronics Technology: Mechatronics, Certificate
Construction Management Engineering Technology, A.A.S.
Electrical Engineering Technology, A.A.S.
Electrical Engineering Technology: Energy Utility Technology (Lineman), Certificate
Industrial Technology, A.O.S.
Industrial Technology: CNC Precision Machining, Certificate
Industrial Technology: Semiconductor/Electronics Manufacturing, Certificate
Information Technology, A.A.S.



Information Technology: Network Support Technology, Certificate
Mechanical Engineering Technology, A.A.S.
Nanotechnology, A.A.S
Visual Communications Technology: Graphics Arts and Printing, A.A.S.
Visual Communications Technology: Web Page Design, Certificate
Welding, Certificate
Other

Liberal Arts and Science Division

If in this division, select the department: degree program or certificate that you are in. (If not in this division, skip this question.)

Choose

Communication and Media Arts-Communication Arts, A.S.
Computer Science, A.S.
Computer Science: Web-Network Technology, Certificate
Engineering Science, A.S.
English, A.S.
Environmental Science, A.S.
Environmental Technology Geoscience, A.A.S.
General Studies, A.S.
Humanities and Fine Arts: Fine Arts, A.S.
Humanities and Fine Arts: Humanities, A.A.
Mathematics, A.S.
Natural Science: Astronomy, A.S.
Natural Science: Biology, A.S.
Natural Science: Chemistry, A.S.
Natural Science: Geology, A.S.
Natural Science: Physics, A.S.
Social Science, A.A.
Social Science: Childhood Education 1-6 (Teacher Education Transfer)
Social Science: Human Services, Certificate
Social Science: Teaching Assistant, Certificate
Other

Health Sciences Division

If in this division, select the department: degree program or certificate that you are in. (If not in this division, skip this question.)

Choose

Biotechnological Science, A.A.S
Biotechnological Science, Certificate
Clinical Laboratory Technician, A.A.S.
Dental Hygiene, A.A.S.
Dental Hygiene: Dental Assisting, Certificate
Dental Laboratory Technology, A.A.S.
Emergency Medical Technology: Paramedic, A.A.S.
Emergency Medical Technology: Paramedic, Certificate
Emergency Medical Technology: Emergency Medical Services Provider, Certificate
Food Service Administration: Dietetic Technology, A.A.S.



Food Service Administration: Nutrition Care, A.A.S.
Health Information Technology, A.A.S.
Medical Assisting, A.A.S.
Mental Health Assistant-Substance Abuse Counseling, A.S.
Nursing, A.A.S.
Occupational Therapy Assistant, A.A.S.
Radiation Therapy Technology, A.A.S.
Respiratory Care, A.A.S.
Vision Care Technology, A.A.S.
Other

Other Academic Areas (if applicable)

Choose
Administration
Advanced Studies
Career Services
Distance Learning (Online Courses)
English as an Additional Language
Honors Track / Societies
Internships / Coops
Library Resource Centers
Pathways Programs
Special Programs
Tutoring / Mentoring
Workforce Development

Details / Resolution

Please give any other pertinent details here regarding your praise, complaint, or suggestion. If this concerns an academic complaint, include dates and contact names to show your prior attempt to resolve your academic concern with the faculty and/or department chair. If the complaint has been resolved, please let us know how, or if not, indicate the type of follow up needed.

Your answer

Do you wish to be contacted?

Please enter your preferred method of contact here, including phone number(s) or email.

Your answer

Submit

Never submit passwords through Google Forms.

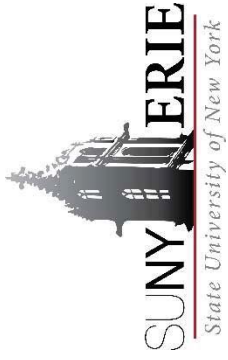
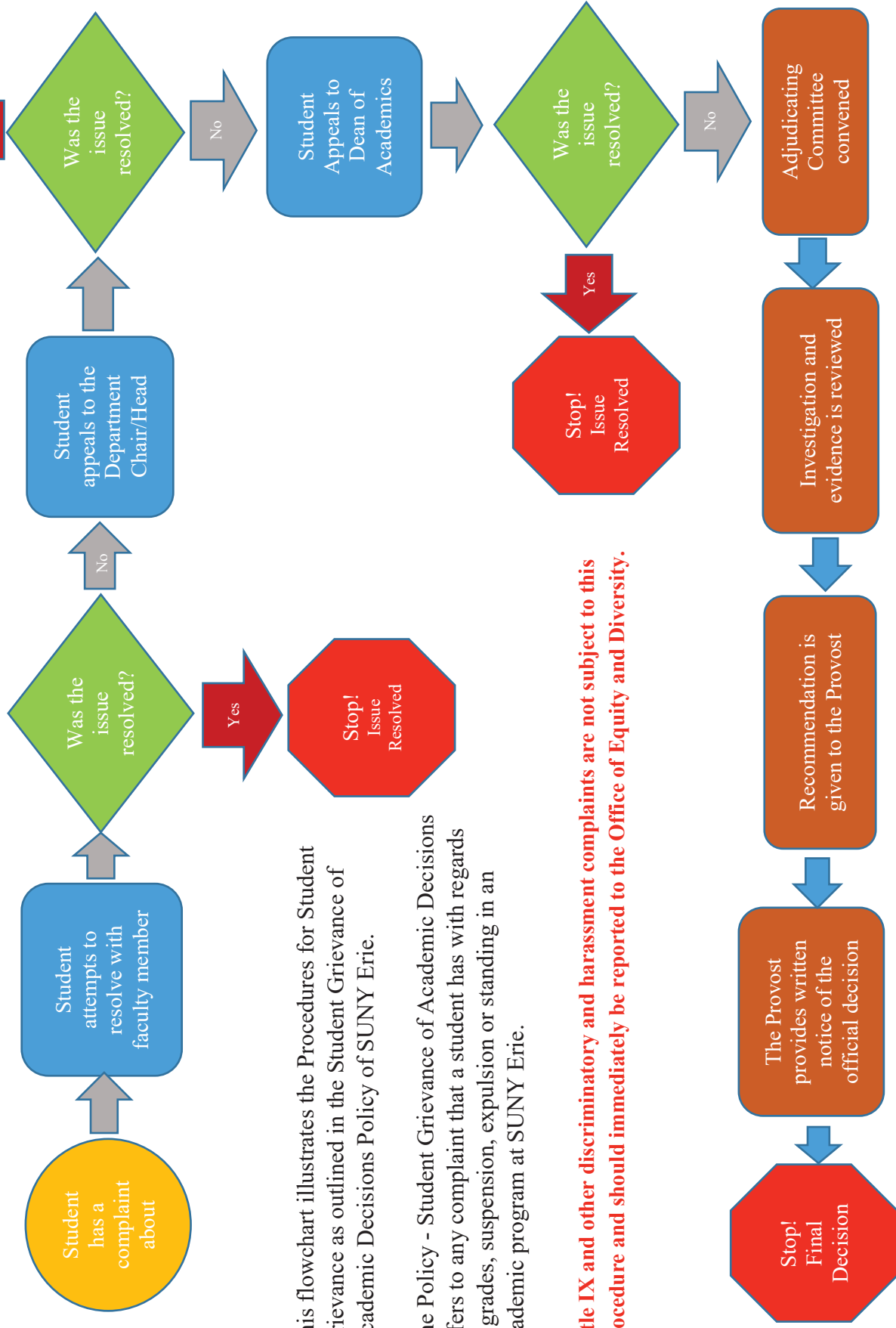


Exhibit C

SUNY Erie Academic Affairs Online Praise / Complaint / Suggestion Form - Log of Submissions

A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R
Timestamp	Student ID # and Full Name	Person Submitting	Campus	Type of Praise, Complaint, or Suggestion	Topic of Praise, Complaint, or Suggestion	Summary of Praise, Complaint, or Suggestion	Business and Public Services Division	Engineering and Technologies Division	Liberal Arts and Science Division	Health Sciences Division	Other Academic Areas (if applicable)	Details / Resolution	Do you wish to be contacted?	If Faculty or Staff, enter your name.	Follow Up Notes	Resolution or Referral	Reported Date
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Exhibit D: Student Grievance of Academic Decisions - Flowchart



This flowchart illustrates the Procedures for Student Grievance as outlined in the Student Grievance of Academic Decisions Policy of SUNY Erie.

The Policy - Student Grievance of Academic Decisions refers to any complaint that a student has with regards to grades, suspension, expulsion or standing in an academic program at SUNY Erie.

***Title IX and other discriminatory and harassment complaints are not subject to this procedure and should immediately be reported to the Office of Equity and Diversity.**