

SOUTHERN UNIVERSITY AND A&M COLLEGE, BATON ROUGE, LA
OFFICE OF ACADEMIC AFFAIRS
STUDENT ACADEMIC GRIEVANCE PROCEDURES

PURPOSE

The purpose of the student academic grievance procedures is to ensure that students at Southern University and A&M College understand their right to seek redress in academic decisions when they believe the decision is unfair or unfounded and that each student, faculty member and University leader fully understand the grievance procedure and responsibilities to provide prompt and equitable resolution to student academic grievances.

Classroom related matters should be subjected to these procedures only when the grievance cannot be settled in the ordinary course of immediate post-class discussion.

GENERAL POLICY

This policy provides students with the procedure to seek redress for believed unfair academic decisions as it applies to the individual student in his/her capacity as a student. It is Southern University's basic philosophy that student grievances should be settled at the lowest level possible having the authority to act definitively as quickly as practical. The policy mandates that individuals follow the specific appeals procedures whenever possible.

PROVISIONS OF THE ACADEMIC GRIEVANCE PROCESS

1. All students have the right to address grievances without fear of coercion, harassment, intimidation or reprisal from the University or its employees; however, it should be understood that capricious charges made by a student against a University employee may make that student liable to charges under the Code of Student Conduct or to action through the courts.
2. Students will have the right to have an advisor. Advisors will be available through the office of student affairs.
3. Confidentiality shall be maintained, where applicable, in all academic grievance proceedings in accordance with the provisions of the Family Educational Rights and Privacy Act (FERPA).
4. The timeline indicated at each step shall be considered a maximum, and every effort will be made to expedite the process. The time limits specified shall apply to both the person filing the grievance and the faculty/administration, but may be extended under certain extenuating circumstances.
5. The university's official e-mail address (subr.edu) is the only e-mail address that will be used for the grievance process.

ACADEMIC GRIEVANCE PROCEDURE

A special conference between the teacher and the student should be arranged under optimum conditions. If conditions don't allow for this to occur or the matter remains unresolved the student can submit a grievance as outlined below:

1. The student shall submit a grievance, in writing, to the teacher's department chair or director where the incident occurred. The completed form, with all supporting documents, shall be submitted within 15 working days subsequent to the occurrence of the incident precipitating the grievance. Grievances must be filed at the departmental and college level within the academic area where the incident occurred.
2. The department chair or director will acknowledge the receipt of the grievance, in writing, within three (3) working days of receiving the grievance. The written acknowledgement will be provided to the student in person, by certified mail, or by university e-mail.
3. The department chair will obtain a written response from the faculty member against whom the grievance is lodged. The department chair or director will respond expeditiously, in writing, to the grievance submitted, but no later than 15 working days after receipt of the grievance. The department chair or director may appoint a committee to review and submit recommendations regarding the grievance. The department chair or director will review findings and make a ruling on the grievance. The response to the grievance will be provided to the student in person. The student, upon receipt, must state on the grievance form whether he/she is satisfied or unsatisfied with the ruling. If the student is satisfied the matter is closed but if the student is unsatisfied with the ruling the department chair or director will forward findings and recommendations to the Dean of the College.
4. The Dean will respond expeditiously, in writing, to the grievance submitted, but no later than 15 working days following receipt from department chair or director. The Dean may appoint a committee to review the department chair or director's ruling or review the findings independently. The Dean will provide ruling to the student in person, by certified mail, or by university e-mail. If the student is satisfied, the matter is closed, but if the student is unsatisfied with the ruling, the student can file an appeal to the Office of the Vice Chancellor of Academic Affairs.
5. The student must file the appeal to the Office of the Vice Chancellor of Academic Affairs within three (3) working days of being notified of the Dean's ruling. The Office of the Vice Chancellor of Academic Affairs will acknowledge the receipt of the appeal, in writing, within three (3) working days of receiving the appeal. The written acknowledgement will be provided to the student in person, by certified mail, or by university e-mail.
6. The Office of the Vice Chancellor of Academic Affairs will respond expeditiously, in writing, to the appeal submitted, but no later than 7 working days after receipt of the appeal. The Vice Chancellor may appoint a committee to review the Dean's ruling. The Vice Chancellor will review the findings and make a ruling on the appeal. The Vice Chancellor of Academic Affairs will provide ruling on the appeal to the student in person, by certified mail, or by university e-mail. If the student is satisfied, the matter is closed, but if the student is unsatisfied with the ruling, the student can file an appeal to the office of the Chancellor.
7. The student must file the appeal to the Office of the Chancellor within three (3) working days of being notified of the Vice Chancellor of Academic Affairs ruling. The office of the Chancellor will acknowledge the receipt of the appeal, in writing, within three (3) working days

of receiving the appeal. The written acknowledgement will be provided to the student in person, by certified mail, or by university e-mail.

8. The office of the Chancellor will respond expeditiously, in writing, to the appeal submitted, but no later than 7 working days after receipt of the appeal. The Chancellor will review the Vice Chancellor of Academic Affairs ruling and make a final ruling on the appeal. The Chancellor will provide ruling to the student in person, by certified mail, or by university e-mail. The decision of the Chancellor shall be final.

ADDITIONAL INFORMATION

1. Grievance forms are available in each academic department, through a college dean, through the Office of Academic Affairs, or on the SUBR web site (www.subr.edu) under the link for Academic Affairs.

2. At every level of administrative review, a grievance must show date of submission, date received by the reviewing level, date of response by the reviewing level, and the signatures of the person filing the grievance and the responding party.

3. If certified mail is used during any step in the grievance process the post office receipt must be maintained on file as proof of timeline adherence.

4. It is suggested that these procedures be used sparingly. When it is necessary to file a grievance, all the skills in human relations should be mustered to effect an equitable and lasting solution at a level as close to the originating source as possible.

5. These operational procedures are designed to bring greater order and effectiveness to the teaching/learning process. They should be recognized as guides to the enhancement of excellence in the academic program and are expected to be followed whenever a grievance exists.

6. All final rulings, regardless of level of resolution, will be kept on file in the Office of the Vice Chancellor of Academic Affairs.

ACADEMIC DISHONESTY

Academic dishonesty is an offense against the University. A student who has committed an act of academic dishonesty has failed to meet a basic requirement of satisfactory academic performance. Thus, academic dishonesty is not only a basis for disciplinary action, but it is also relevant to the evaluation of students' performance levels. This form is **NOT** to be used for academic dishonesty. Academic dishonesty cases are handled in accordance with the Southern University and A&M College Code of Student Conduct.

SOUTHERN UNIVERSITY AND A&M COLLEGE, BATON ROUGE, LA
OFFICE OF ACADEMIC AFFAIRS
STUDENT ACADEMIC GRIEVANCE FORM
(Please Type)

Department/Unit Where Incident Occurred

Date

Student's Name

Student's ID

Student's Contact Number

Student's Department: _____

Submitted to: _____
Name of Immediate Supervisor

Position

1) In the space provided below, please record the specifics of your grievance, including the date and time the incident occurred and name(s) of person(s) knowledgeable about the incident. Attach additional sheets if needed and all supporting documentation.

2) Relief sought, or desired action:

Signature of Person Filing Grievance: _____ Date: _____
