

RECEIVED

SFP 10 2014

ACADEMIC AFFAIRS  
SOUTHERN UNIVERSITY

SOUTHERN UNIVERSITY - BATON ROUGE  
OFFICE OF ACADEMIC AFFAIRS  
STUDENT ACADEMIC GRIEVANCE FORM  
(Please Type)

SOUTHERN UNIVERSITY
SEP - 4 RECD 2014 <i>DeJ</i>
COLLEGE OF EDUCATION

English  
Department/Unit Where Incident Occurred

Student's Name [Redacted] Student's ID 6806

Date 8/19/14  
English  
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.

A family member had an emergency July 27, 2014 due to this my assignment was going to be late. I emailed the teacher to inform her of my situation and was told I could not submit the assignment because she didn't accept late work, when clearly previous assignments were allowed to be made up.

2) Relief sought, or desired action:

I had the assignment completed on the date due July 28, 2014, just wanted to submit it late. Explained to teacher that I would have been accepted partial credit, and I was not given the opportunity to do so.

Signature of Person Filing Grievance: [Redacted]

Date: 8/19/14

## RESPONSES

### STEP ONE

Decision of the Department Head:

Having read the student's complaint and concern, I am not able to change the final grade in the course. She will have to demonstrate that Dr. [redacted] acted unfairly or unethically and the evidence presented does not support this contention. When I am able, I will speak with Dr. [redacted] regarding this issue and ask her whether it will be possible for the student to submit a late assignment. I will express that the "F" the student has received is affecting her G.P.A. greatly and could prevent her from entering Nursing School. However, if Dr. [redacted] refuses to bend her rules for the student, I cannot make her. The final grade will then remain and the student will have to take the course again to raise the final grade.

Signature of the Department Head: \_\_\_\_\_

Date

8/22/14

STUDENT ANSWER (Circle one, sign and date)

(a)

I am satisfied with the answer to my grievance.

(b)

I am not satisfied with the answer to my grievance and wish to take it to the next step.

Signature of Person Filing Grievance: \_\_\_\_\_

Date:

9/4/14



## STEP TWO

### Decision of the Dean of the College/School Where Incident Occurred:

This appeal was filed by [REDACTED] relative to the grade assigned to her in English 362 , Section 2 (Online). (Summer 2014). The instructor was Associate Professor, Dr. [REDACTED]. The appeal was filed August 19, 2014, responded to by Department Chair [REDACTED] on August 22, 2014 and sent to the College September 4, 2014. The student rejected the findings at the instructor and department chair level. The matter was sent to the Assistant Dean for resolution. Applicable policies relative to this grievance can be found in the undergraduate catalog and the faculty handbook.

The substance of the grievance is related to the decision of the instructor to choose to not accept a major assignment which was due on July 27, 2014. The instructor responded on July 28, 2014 with the following e mail. "I am sorry to hear about the challenging times you have been going through. You have missed two major assignments, with the final exam coming up. You have exactly two days for the course to end. Your final exam is due on Aug. 1. I am puzzled that you "would not need a lot of time." I don't see how you can cover the material in such a short time for any meaningful learning-which means reading all the chapters and uploaded links, comprehending, and writing. Each Assignment unit is allocated a week. It would be in your best interest if you registered for this course at a better time." Thus the provision allowing for an incomplete could not be met, in that the student must be fully passing the course at the time the event causing the incomplete request occurs. (UG Catalog, p. 42) Class attendance is governed by the university policies enumerated on page 35 of the U.G. catalog. It clearly says that notification of absences to the faculty explains them but does not create an obligation on the part of the faculty member. Thus, while humanity and justice may suggest a different decision, the instructor is found to follow the policy as written in the university catalog. The undergraduate catalog places the responsibility of handling "extraordinary circumstances" on the "administrator having immediate jurisdiction, (usually the department chairperson) shall assign the grade." There does not appear to be any "extraordinary circumstances" justifying the chair's changing the grade or requiring additional time for the student to make up the work.

The department chair reviewed the case and did not find a preponderance of evidence of extraordinary circumstances justifying assigning a different grade to this class. Without clear and convincing evidence of a violation of University policy, there are no grounds for the Dean's office to overturn the chair's decision. The decision of Dr. [REDACTED] stands. As a matter of observation, there is considerable evidence that students without highly developed self-management skills, time-management skills and excellent technological expertise should not be encouraged to take online courses. Here, as in other grievances we have reviewed, the technology to effectively handle time restricted or time sensitive synchronous assignments appears to not yet be at a level of functionality to justify its use.

Signature of the Dean: [REDACTED]

Date

9/10/14

STUDENT ANSWER (Circle one, sign and date)

(a) I am satisfied with the answer to my grievance.

☒ (b) I am not satisfied with the answer to my grievance and wish to take it to the next step.

Signature of Person Filing Grievance [REDACTED]

9/10/14

### STEP THREE

Decision of the Vice Chancellor for Academic Affairs:

Attached

Signature of the Vice Chancellor: \_\_\_\_\_ Date: \_\_\_\_\_

STUDENT ANSWER (Circle one, sign and date)

- (a) I am satisfied with the answer to my grievance.
- (b) I am not satisfied with the answer to my grievance and wish to take it to the next step.

Signature of Person Filing Grievance: \_\_\_\_\_ Date: \_\_\_\_\_



### STEP THREE

#### Decision of the Vice Chancellor for Academic Affairs:

The Office of Academic Affairs has reviewed your grievance concerning a grade assignment in an on-line course due to the late submission of work. A decision has been made to uphold the decision of the faculty member, department chair and the dean, **not to allow the late submission of assignment** based on the evidence provided.

Signature of the Vice Chancellor:



Date:

9/17/14

STUDENT ANSWER (Circle one, sign and date)

- (a) I am satisfied with the answer to my grievance.
- (b) I am not satisfied with the answer to my grievance and wish to take it to the next step.

Signature of Person Filing Grievance: \_\_\_\_\_

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

## STEP FOUR

### Decision of the Chancellor:

This image shows a single sheet of white paper with horizontal blue or grey ruling lines. The lines are evenly spaced and run across the width of the page. There is no handwriting or other markings on the paper.

Signature of the Chancellor: \_\_\_\_\_

Date \_\_\_\_\_

STUDENT ANSWER (Circle one, sign and date)

- (a) I am satisfied with the answer to my grievance.
- (b) I am not satisfied with the answer to my grievance and wish to take it to the next step.

**Additional sheets may be used as needed to explain the grievance and/or any decision.**

Issued: 11/30/1995

Updated and Approved/Vice Chancellor for Academic Affairs: 07/16/2005

Who will be your audience? How many kinds of audience(s) are there?  
How would you change your writing for each group? What would change?

Review the questions at the back of each chapter.

### Technical Editing

Technical writing style is very unique - it is compact, direct, specific, and clear. Review the chapter and complete the exercises in each section.

Click on Editing on left and complete the exercise.



### June 19-20 Email

I have not been able to access my subr e-mail since last afternoon. Just wanted to let you know that if you sent me an e-mail, I have not been able to read and respond. I've written to the TNS office; hopefully it will get sorted out soon. Thanks!



### June 20

Click on Demo Exercise and Discussion Forum. Thanks!



### First Exam - June 25

Click on First exam in the next few days.



### Technical Description

Please start working on the Technical Description unit - you will take a timed test on the allotted date. Please see syllabus for date. Please review the chapter carefully as your test will consist of multiple choice questions.

Please note that Blackboard may not be available for a day. You should get your first exam grade next week.



### Technical Description Test: July 2

Your test has been uploaded. Since this is a timed test, the link will open exactly at 9:00 a.m and close promptly at 9:25 a.m. **Please upload your responses by 9:24 a.m.** There will be no make-ups or extensions. Please save your responses in MS doc form in a flash drive. Good luck!





## Technical Description Test - Link reopened from 11:00 to 11:19 a.m. July 2

It seems to me that while most of you have uploaded the test within time, some of you could not. If you read previous postings, you will see that all assignments, reading, and notes are uploaded in a single link. This has been done to simplify the process. So, if you click on technical description to your left, you will see that all related material, including your test has been uploaded in that single link. There is no need to hunt. If you are on a particular academic unit (for e.g. Technical Description, Document Design, Abstract, etc.), all material related to that topic can be found by clicking on that single link.

**I have re-opened the link from 11:00 to 11:19 a.m. on July 2 for those of you who could not upload. Please upload your test on the designated link in Blackboard - including those who sent me attachments through e-mail. This is very important!**

Please click on Technical Description on left.

Look at the page. See the phrase "Technical Description Test" with the icon of a paper, ruler and pencil/ pen. Click on that. Upload and hit submit.



## Technical Description Test Make-up

### Technical Description Make-up Assignment

For those students who are active in this class and have not uploaded their test responses within the two allocated deadlines on July 2, please answer the following question:

How do specifications function in your workplace or home? Find one example of specification used in your home/ office. Evaluate the document for consistency, quality, and safety. Suggest three improvements to improve the efficiency of this document.

Please be very specific in your responses. Confine your responses to three paragraphs, double-spaced.

Save in MS doc and submit to me as an attachment through e-mail by 10:30 p.m., July 3, 2014. No more extensions please!





**Document Design - Next Unit**

Please click on Document Design on left to review reading and assignment. Please note the deadline. The text that you have to work on is on the second page of the attached file.

Reminder for Technical Description written assignment for those of you who did not upload the test: 10:30 p.m., July 3

**Abstracts and Summaries**

Please click on Abstract to see your next assignment. The due date is Thursday, July 17. I have given you an extension by one day since I posted it late due to internet unavailability.

**Abstract - Reminder**

The due date for Abstract was July 17. With penalty grade it is today. Please upload while you still can. Thanks!

**Resume, Powerpoint, and Youtube**

Your assignment has been uploaded. Read the relevant chapters on resume and oral presentation in your text (see syllabus)

**Final Exam**

Please start working on your Final Exam

Due: Aug 1, 9:59 p.m.

**Important!**

Please see course policies for late submissions. The syllabus indicates that I adhere to these policies strictly. In compliance with these policies and in fairness to all students, I will not be accepting any late work. Thank you for your cooperation.





## Announcements



### June 9 - First Day

This course is recommended for Juniors and Seniors only. Since this is an online course, students who enroll in this course should be familiar with the the online mode and have basic computer skills. All assignments will be uploaded online within the allocated time deadline. Readings of chapters and other multimedia material should be completed on time.

Please ensure that you have an active Blackboard link. Please activate your subr. campus e-mail account. Contact Ms. [REDACTED] (771-3935) if you face difficulties either with your Blackboard or e-mail accounts.

Once the Course Information and Syllabus is posted, please read it carefully to review policies and deadlines.



### Hello!

Attached Files:  Hello Memo.m4a (550.538 KB)



### Course Overview and Syllabus

The detailed document has been uploaded. Please review.  
Thanks!



### Intro to TW

By now, I hope most of you have settled down and reviewed the course syllabus and policies. Please review the introductory chapters ( see general syllabus, last page for chapters) to understand the principles of tech writing.

What are the basic elements of tech writing?

How are audience, purpose, organization, tone, language related?

Why is that every document is formatted? Why is it important to learn the format?





## Final Exam Grades

In compliance with university requirements, your grades will be posted on Banner by midnight tomorrow.

Please ignore the Blackboard total weight grades, since some of you did not upload all your assignments on Blackboard. Therefore, it is meaningless.

Use Blackboard to ascertain the assigned grade for only a submitted assignment.

Legend for Blackboard

A figure that indicates submitted and assigned grade for a particular assignment

A blank indicates that the student did not submit/ upload an assignment

A figure with an orange triangle on top left indicates a manual override where a student submitted work through e-mail.



## Closing Notes

Your final grades have been posted on Banner. If you need to see your final course percentage, please click on Grade Center in Blackboard and view the column " Final Grade."It provides the letter and percentage in parenthesis.

Please ignore the weighted total.

I am scheduled for surgery tomorrow and may not be able to respond to e-mail queries immediately. However, I will respond just as soon as I can.

Thanks for an enjoyable summer teaching session and good luck to you all.

Office 365

Outlook

Calendar

People

Newsfeed

OneDrive

Sites

Tasks

+ new mail

search Mail and People

INBOX

CONVERSATIONS BY DATE ▼

all unread to me flagged

&lt;&lt;

Favorites

Inbox 406

Sent Items

Drafts

People \* NEW



(Student)

Inbox 406

Drafts

Sent Items

Deleted Items

Junk Email

Notes

TASKS

ENGL36202SM14: Technical Writing  
(ONLINE): assignments missed

^

← REPLY

↩ REPLY ALL

→ FORWARD

...



Tue 7/29/2014 11:27 AM

mark as unread

I was keeping up with the readings i just didnt have internet access. yesterday i completed both of the assignments and currently preparing for my final. i just wanted to see if i could upload the assignment or attach it to a email the powerpoint and youtube video and abstract are all done. is their anyway that i can get partial credit for these assignments.



Office 365

Outlook

Calendar

People

Newsfeed

OneDrive

Sites

Tasks

+ new mail

search Mail and People

INBOX

CONVERSATIONS BY DATE ▼

all unread to me flagged

&lt;&lt;

▲ Favorites

Inbox 406

Sent Items

Drafts

▲ People \* NEW



Inbox 406

Drafts

Sent Items

Deleted Items

Junk Email

Notes

ENGL36202SM14: Technical Writing  
(ONLINE): assignments missed

← REPLY

← REPLY ALL

→ FORWARD

...



Mon 7/28/2014 12:27 PM

mark as unread

You forwarded this message on 7/28/2014 12:49 PM.

Hi Mrs. [REDACTED] I wanted to talk to you about seeing if their was anyway that I can do a makeup assignment for the work that I missed. for the past week i was in houston in the hospital with one of my family members. unfortunately that pass week has affected my school work and I wanted to see if their was any way that I can make the work up or do anything if possible. I would not need alot of time I would be able to do it immediatly I just made it back into town. Thank you [REDACTED]

TASKS

I had already read the material in the books and also i have both the assignments complete, i was able to keep up with my readings because I did have the book with me only didn't have internet access. I did both assignments yesterday if i can attach them and possibly get some type of partial credit for the assignment. i have completed my you tube video as well as my PowerPoint presentation along with the abstract assignment. I am currently preparing for final exam and will have that portion submitted on time Friday, I just wanted to see if I could attach the work to an email to you and get partial credit or something if possible.

---

From: [REDACTED]  
Sent: Tuesday, July 29, 2014 12:17 AM  
To: [REDACTED] (Student)  
Subject: RE: assignments missed

I am sorry to hear about the challenging times you have been going through. You have missed two major assignments, with a final exam coming up. You have exactly two days for the course to end. Your final exam is due on Aug 1. I am puzzled that you think you "would not need a lot of time." I don't see how you can cover the material in such a short time for any meaningful learning - which means reading all the chapters and uploaded links, comprehending, and writing. Each assignment unit is allocated a week. It would be in your best interest if you registered for this course at a better time.

---

From: [REDACTED]  
Sent: Monday, July 28, 2014 12:49 PM  
To: [REDACTED]  
Subject: assignments missed

---

From: [REDACTED]  
Sent: Monday, July 28, 2014 12:27 PM  
Subject: ENGL36202SM14: Technical Writing (ONLINE): assignments missed

Hi Dr. [REDACTED] I wanted to talk to you about seeing if their was anyway that I can do a makeup assignment for the work that I missed. for the past week i was in houston in the hospital with one of my family members. unfortunately that pass week has affected my school work and I wanted to see if their was any way that I can make the work up or do anything if possible. I would not need alot of time I would be able to do it immediatly I just made it back into town.  
Thank you [REDACTED]



**Summer Online 2014**  
**Engl. 362**

**English 362-02 (online) Syllabus**  
**Technical Writing**  
**Summer 2014**

**Dr. [REDACTED]**  
**Department of English**  
**Southern University**

## Technical Writing

Dr. [REDACTED]

Office: [REDACTED]

English 362-02 (online)  
Summer 2014

e-mail: [REDACTED]  
Tel: [REDACTED]

**Texts:** Technical Communication (with MyTechCommLab) by J. Lannon and L. Gurak, Thirteenth edition. You can purchase a hard copy from the bookstore, or access an electronic version of the book by visiting the Longman website ([www.longman.com](http://www.longman.com)). Flashdrive.  
It is mandatory that you obtain a Livetext subscription.

### Policies and Class Requirements

English 362 acquaints you with the communication process in the technical and professional world. You will learn to write and speak in a professional manner. As in all professional environments, qualities such as punctuality, accuracy and neatness are considered positive virtues.

#### Learning Outcome(s):

- Engl. 362 focuses on the basics of professional communication.
- Students will learn to write proposals, reports, memos, and other forms of communication in an effective manner.
- Students are also expected to deliver oral presentations using appropriate forms of visual display.
- The use of technology in generating professional documents is mandatory.

The course requires that:

- \* Students must turn in ALL assignments, present oral reports, and take all quizzes/ tests /exams. Completion of such work is a minimum requirement and does not ensure a passing grade. **Please check your online link for daily activities under “week / assignment” links. All of these are time-sensitive and need to be turned in according to schedule.**



- \* Please revise your written text before submission.
- \* All assignments must be submitted in the completed form and turned in on the specified due date within the allocated time. An assignment is considered late if you do not turn in your assignment within the allocated time. Upload all assignment on specific links on Blackboard.
- \* You will lose one letter grade per day for late assignments. Assignments overdue by three days will receive a zero. Review feedback on graded assignments by clicking on Tools on your Blackboard link.
- \* You must complete any in class assignment on the day it is assigned. Missed assignments cannot be made up. Absences will affect your grade.
- \* You are responsible for all assigned readings, assignments and class work. Have the day's assignments read before you attempt an assignment. Please READ relevant chapters in the text. In professional writing, studying and learning from samples and textbook models is important. However, it is to your benefit to remember that you will not be rewarded for copying verbatim from samples and models. Be creative!
- \* Save copies of all your assignments on a flash drive and hard drive.
- \* You are actively encouraged to participate in class discussions and discuss with me any problems that you might have related to your course work.
- \* Put all communication to me in writing. Get an e-mail account. (subr). Check Blackboard everyday and review new "Announcement" postings. When you send e-mails to me, please identify yourselves by your name and course section(s). If you do not receive individual responses, please check your "Announcement" links for additional information.
- \* **Daily class attendance in-class or "online" is strongly urged. Please log onto your Blackboard account daily and complete all reading, class participation, and writing assignments according to schedule. This is extremely important because your online activities serve as your class attendance that allows me to report your attendance to Academic Affairs. Absence of activity on a student link results in NS. All assignments are time-sensitive; therefore, it is important that you turn in all assignments before the link closes. Once the link closes, you will not be able to turn in assignments.**  
If you are absent for more than three days during the semester, I will deduct points from your average grade for the course.

### **Grading**

Your individual assignments will be graded on how well you fulfilled the requirements of the assignment and the following: purpose, audience awareness, tone, organization, development, sentence structure, word choice, graphics and visuals and format. All papers are expected to be mechanically sound and free of errors in spelling and grammar.

Grading scale is as follows:

100 - 90	A
89 - 80	B
79 - 70	C
69 - 60	D
59 - 0	F

**General Outline of Syllabus: Engl. 362-02/ (online); Summer 2014.**

Week 1	June 9-11	Read Text and all other reading materials. First Day assignment. Overview of course policies and syllabus. Assign job ad., <u>Introduction to TW</u> . Read Ch. 1, 2,3,11, Part V (grammar). Principles of TW	First Day.	
Week 2	11-17	Principles of TW and professional writing.		
	18	<u>Technical editing</u> . Ch. 11 and website		
Week 3	25	Test on Ch. 1, 2, 3, 11	Test Online	
Week 4	25-July 2	Begin Technical Descriptions Read Ch. 19		
	July 2	Assignment due	Tech. Descp due online	
Week 5	2-9	Begin <u>Document Design / graphics</u> . Read Ch.12, 13.		
	9	Complete assignment on Doc. Design.	online due	
Week 6	9-16	Begin <u>Abstract and Summary</u> . Read Ch. 9. Review material for assignment on Abstract.		
	16	Complete assignment on abstract. Follow instructions to submit assignment.	Abstract due Online	
Week 7	16-23	Begin <u>Resume</u> . Read Ch. 17 (selected portions). Write resume draft and "matching sheet."		
		Begin <u>Oral Presentation</u> . Read Ch. 24.		
	23	Create Power Point presentation on resume and career choice with You Tube Video Link online and upload assignment by July 23	Due online	Due online
Week 8	23-31	Study period		
	Aug. 1	Final exam online		



108.25/41  
Completed graded points from 100%

ASSIGNMENTS AND TENTATIVE SCHEDULE				
Assignment #1	77	Test 7.75/10	(20%)	6/25
Assignment #2	85	Technical Description 85.00/10	(10%)	7/2
Assignment #3	72	Document Designing 7.25/10	(15%)	7/9
Assignment #4		Abstract 1/10	(15%)	7/16
Assignment #5	1	Demo Ex 1.00/1		6/30
Assignment #6		Oral Presentation on Employment Folder 1/10	(20%)	7/23
Assignment #7	72	Final Exam 7.25/10	(20%)	8/1 (See exam schedule)
All assignments due by 9:00 a.m. on the due date and are to be uploaded on designated links.		All documents should be in doc. versions. Please retain a copy of assignment on flash drive.		See policies for late submissions which will be strictly adhered to.
			100%	

if able to submit

$$* \text{Ass. 4} = \frac{7.25}{10} (15\%)$$

$$* \text{Ass. 6} = \frac{7.75}{10} (20\%)$$

116/51

26 27 28

17, 19

116/61

86

41 - 100% = 59%  
 F