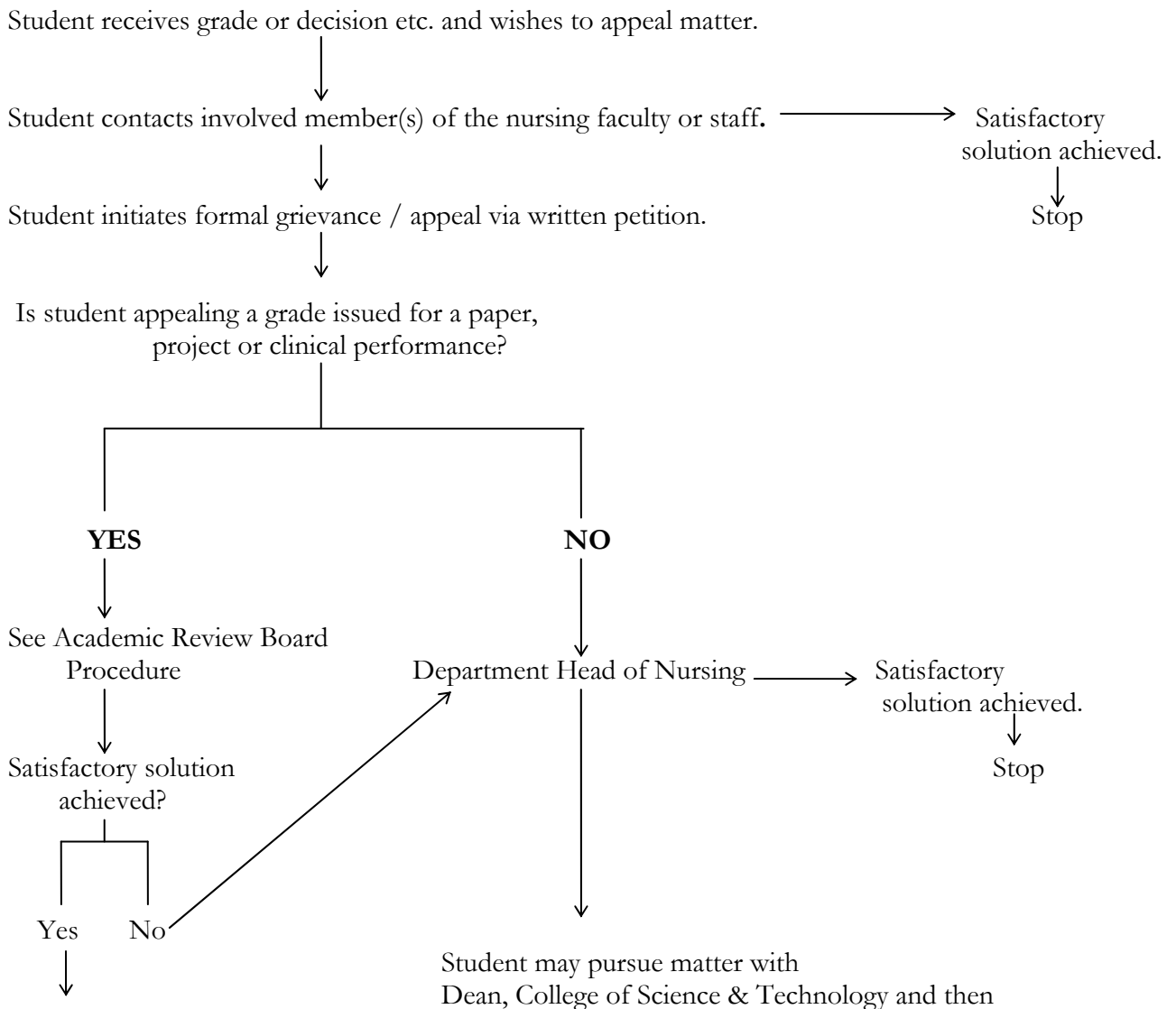


**TARLETON STATE UNIVERSITY
DEPARTMENT OF NURSING
GRIEVANCE / APPEAL PROCEDURE**

A grievance/appeal procedure is available to resolve disputes between students and faculty or between students and staff over such matters as:

- disciplinary warning or contract stipulations or procedure
- whether a grade given on a paper, project or clinical performance reflects the student's achievement or the stated objectives for that grade
- final course grade
- program policies and procedures
- issues of discrimination
- personal conflict

Grievance/Appeal Procedure Algorithm



Stop

to VPAA according to university policy

The formal grievance/appeal procedure consists of a chain of authority that should be followed in the sequence as previously illustrated and described below. A student may end the appeal at any point during the process. The burden of proof will be with the student.

Involved Faculty or Staff

All possible efforts should be made to resolve a problem or dispute informally with the individual faculty or staff member. If after talking with the faculty or staff member, a satisfactory solution is not, or cannot be reached, the student may initiate the formal grievance/appeal process.

Written Petition is Required for a Formal Appeal

The formal appeal is to be a written petition that should include the name of the student and faculty member and description of the alleged incident, problem or concern, date it occurred, and desired solution.

Timeline for the Appeal

Students must submit their grievance in writing within six weeks of the incident, problem, or concern with the exception of immediate disciplinary action; a written notification of appeal must be provided within 72 hours following the faculty member's decision to suspend the corrective actions or requirements specified in the warning or contract until the appeal is decided. The student remains responsible for maintaining standards of academic performance established for each course in which they are enrolled as well as adhering to the Program Standards. Furthermore, an appeal by the student does not suspend a decision to remove a student from the clinical area for unsafe, illegal or unethical behavior or any other failure to meet the clinical criteria.

Academic Review Board

The purpose of an Academic Review is to provide students and faculty of the Department of Nursing with objective appraisal regarding academic matters. The Academic Review Board serves in an advisory capacity and thus only has the authority to make recommendations to the involved faculty member. The student must realize that the Academic Review Board may recommend that a grade be raised, lowered, or remain the same. See the Academic Review Board Procedure contained in this handbook. If a resolution of the problem is not achieved, the student may pursue the next step of the academic appeal process, which is to meet with the Department Head of Nursing.

Department Head of Nursing

The student should schedule an appointment through the Senior Staff Assistant of the Department of Nursing to meet with the Department Head. The student should provide a written petition to the Department Head prior to the meeting. In cases where the Academic Review Board has rendered a decision, the appeal to the Department Head is not intended to afford a full rehearing of the appeal, but to serve as a method of reviewing the record of the appeal and the procedures that were followed.

At the scheduled meeting, the Department Head will read the written petition and allow the student to provide further elaboration about the concern. The Department Head will seek any clarification about the petition. During the meeting the student may submit a list of names and phone numbers of individuals who have pertinent information about the concern in question.

Following the initial meeting with the student, the Department Head will seek as much pertinent information as possible about the concern in question from the involved faculty or staff member and other pertinent individuals. The Department Head may also seek advice and counsel from other members of the TSU administration and may initiate additional meetings with the student.

Within two weeks, if possible, the Department Head will reach a decision on the appeal / grievance that was submitted as a written petition. When a decision is ready to be given, the Department Head will provide the student with a written response to the petition. The Department Head may schedule an appointment to meet with the student about the decision.

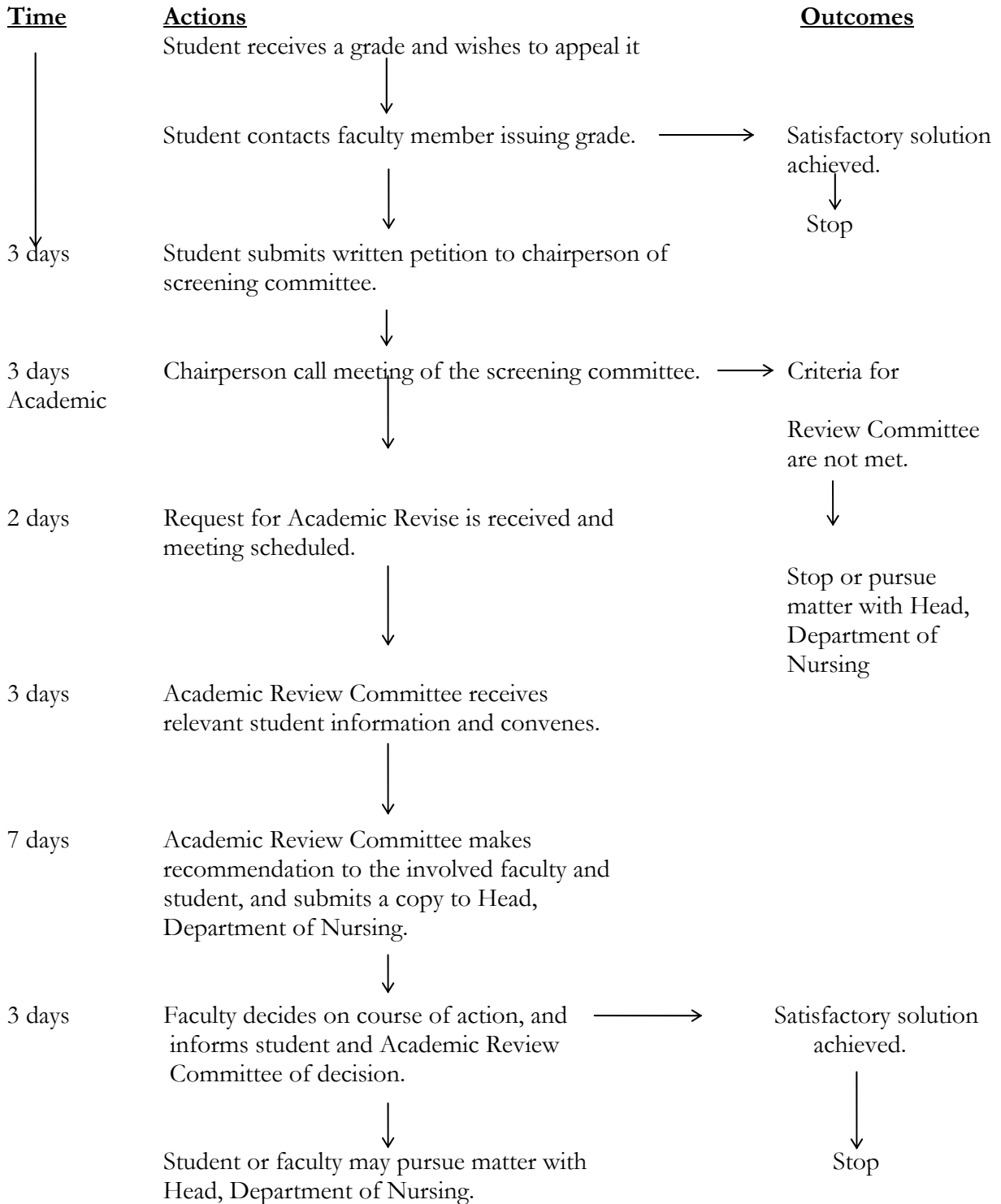
Additional Avenues of Appeal

If procedures within the Department of Nursing fail to resolve the problem to the student's satisfaction, the student may appeal to the Dean of the College of Science and Technology. A student dissatisfied by the outcome of their appeal to the Dean may then appeal to the Provost and Vice President for Academic Affairs. The University's Academic Appeal's procedure is outlined in the TSU Undergraduate & Graduate Catalog.

Approved By NFO: 4/16/96

Latest Revision Approved: 2/2000; 6/2006

ACADEMIC REVIEW PROCEDURE ALGORITHM



ACADEMIC REVIEW BOARD PROCEDURE

Section I: Purpose of Procedure

The purpose of Academic Review is to provide students and faculty of the Department of Nursing with objective appraisal regarding academic matters. The Academic Review Board serves in an advisory capacity and thus only has the authority to make appropriate recommendations to the involved faculty member. The student must realize that the Academic Review Board may recommend that a grade be raised, lowered, or remain the same.

The Academic Review Board may only consider questions as to whether or not any grade given reflects the student's achievement or the stated objectives for that grade. The Board may review grades given on:

1. Papers
2. Projects
3. Clinical performance

The Academic Review Board will not review questions concerning:

1. Specific criteria for grading.
2. Specific exam questions or examination results.
3. Final course grade.
4. Program policies and procedures.
5. Alleged discrimination.
6. Personal conflict.

It is essential that all academic review procedures are confidential. The operating principle should be that information is shared on a bona fide "need to know" basis. For example, when a student seeks advice or counsel about the possibility of a review from a faculty member, this information is not to be shared indiscriminately with other faculty, staff, or students. Likewise, students should be careful about indiscriminately sharing information with non-involved faculty, staff or other students. However, faculty may seek counsel or advice from other faculty. Students may seek counsel or advice concerning the academic review process from the Department Head of Nursing. The Department Head, Course Leaders and faculty are encouraged to support both faculty and student in relation to the academic review process. Academic Review Board members are not to discuss upcoming situations or ongoing situations outside of the Board meetings. This is essential to allow each student and faculty member an unbiased review.

Section II: Procedure to be followed

Prior to initiation of an appeal, the student must contact the faculty member and discuss the grade appeal. If resolution is not achieved the student should pursue the academic review procedure. The student will submit a written petition to the Department Head of Nursing within 72* hours of receiving the grade in question. The written petition should include:

- a. Name of student
- b. Name of course
- c. Grade which is being challenged
- d. Date student received grade
- e. Name of faculty member involved in evaluation of the item in question
- f. Dates student met with faculty member and course leader
- g. Student's reason for challenging the grade (brief statement of concern)

Within 72* hours of receiving the written petition, the Department Head of Nursing meets with the student and determines if an Academic Review Board should be convened. The Department Head notifies the Academic Review Board members of their selection within 24* hours following the meeting with the student. The Academic Review Board meets within 72* hours of notification by the Department Head of the student's appeal. (Function of the Academic Review Board is specified in Section IV.)

Section III: Function of Department Head in the-Screening Process

The Department Heads function during the screening procedure is limited. It is to determine whether or not the concern brought by a student is appropriate to be heard by an Academic Review Board.

Within 72* hours of receiving a student's written petition the Department Head will meet with the student to determine if the concern is appropriate to be heard by the Academic Review Board.

If the student's concern is appropriate for the Academic Review Board, the Department Head will initiate the process to convene the Academic Review Board to hear the appeal. In this case the Department Head will:

- Have student select, by lot, the members of the Academic Review Board (see Section IV)
- Inform the student that he/she may have witnesses meet with the Academic Review Board. These witnesses must have direct knowledge of the basis for the grade appeal. Character witnesses or faculty, who have previously worked with the student are inappropriate witnesses. If the student plans to have witnesses he/she must submit a list of names and phone numbers of witnesses to the Chair of the Academic Review Board at least 48* hours prior to the initial Board meeting.

- Inform the student that he/she may have a support person attend the Academic Review Board meeting. The name and relationship of the person who will serve as their support person at the Board meeting (i.e., family member, friend, representative from the office of TSU Student Services, etc.) must be submitted to the Chair of the Academic Review Board at least 24* hours prior to the initial Board meeting. The support person cannot be a member of the Tarleton nursing student body or nursing faculty.
- Designate a temporary Chairperson of the Academic Review Board. It shall be the faculty member with seniority in length of service on the Tarleton State University faculty. The three committee members may wish to elect another chairperson once the committee has convened.
- Notify the involved faculty member(s) of the appeal and send a copy of the student's written appeal petition to the involved faculty member(s).
- Send to the temporary Chairperson of the Academic Review Board a copy of the student's petition and a memo with the Academic Review Board members' names and the date of the screening meeting with the student.

If the student's appeal petition is not appropriate for the Academic Review Board, the Department Head will suggest disposition of the appeal. The disposition is to inform the student of the channels available for grievance.

Section IV: Composition and Function of the Academic Review Board

The student will select the Academic Review Board in the following manner:

- The student will choose whether the Academic Review Board will be composed of 3 faculty or 2 faculty and 1 student.
- The student will select by lot 5 faculty names in the presence of the Department Head. The first 3 (or 2) persons chosen will serve as members; the rest will serve as alternates.
- If student representation is desired, the student will select by lot, 4 student names in the presence of the Chairperson of the Screening Subcommittee. The potential students will come from a list of the student representatives to the Student Advisory Council. The student petitioning will draw the 4 names from these names after excluding the students who are in the same class as the petitioner. The first student drawn will serve as a member and the others will be alternates.
- In selecting members of the Academic Review Board, the following guidelines should be used:
 1. Faculty and/or students in the course or were involved or who have knowledge of the situation should not serve on the board.
 2. Members selected for the board should not be eliminated because the student does not know them.
 3. Part-time faculty and students may be asked to sit on the board.

The Department Head will notify the members selected by the student to serve on the Academic Review Board. The individuals selected have an obligation to serve on the Review Board. In the rare instance when a faculty member or student cannot serve because of a conflict of interest or other valid reason, the first alternate will be appointed.

The Chairperson of the Academic Review Board will set a time for the meeting with the Board which is within 72* hours of receiving the request from the Department Head. The Chairperson will notify the student, faculty, witnesses and committee members of the date, time and place of the Board meeting.

It is the student petitioner's responsibility to notify their support person of the meeting date, location, and time. The support person's role shall be to be personally supportive of the student by being physically present, but the support person will not take an active role during the discussion at the Board meeting. In requesting the presence of a support person during the Board meeting the student petitioner should understand that Board members, the involved faculty, and witnesses will discuss grades, behaviors, and other matters upon which the student's grades are based before the support person. Discussing these matters reduces the expectation of privacy and confidentiality for the student.

It is the function of the Academic Review Board to hear all evidence presented and make a recommendation to the student and faculty member involved. The Board may only make one of two recommendations:

- The grade given is indicative of the student's achievement and should stand.
- The grade given is not indicative of the student's achievement and the faculty member should reconsider it.

Section V: Conduct of the Academic Review Board Hearing

The initial board meeting will be held within 72* hours of the Academic Review Board receiving the petition. At least 48* hours prior to the board meeting, the faculty member involved submits to the Academic Review Board chairperson any of the following materials appropriate to the item under consideration:

- Criteria
- Objectives
- Non-corrected (clean) copy of the paper
- Clinical evaluation materials

Members of the board should not discuss the student's petition with faculty or student prior to the Board meeting. If the faculty or student involved approaches a Board member for consultation, the Board member should direct them to the Department Head.

At least 24* hours prior to the Board meeting, the chair should share with Board members any material given to him or her by the faculty or the student, which is pertinent to the present situation. This material must be kept confidential. During the Board meeting, participants/witnesses should be allowed to present their information without interruption. They should present only information relevant to the present situation. Once the witnesses have presented their information, they should leave the meeting.

Those who may be present at the Board meeting:

- Board members
- Student & Support Person
- Named involved faculty member(s)
- Witnesses as requested by the Review Board

At the meeting, the Chairperson of the Academic Review Board will be the spokesperson for the Board. The Chairperson will review the procedure for the student and faculty member and clarify the function of the Board as a data gathering committee. The Chairperson will read the petition letter from the student and then proceed with the statements. The student will present the reason for the grade challenge and rationale of his/her concern. The faculty member will present his/her response to the grade challenge. Witnesses for either party may be called by the Board Chairperson whenever appropriate during the meeting. Witnesses will wait in an adjoining room and will be present only for their testimony. Visitors are not allowed during a Board review.

Academic Review meetings will not be tape-recorded. Only the grade challenge presented in the written petition and the information related to this challenge will be discussed during an Academic Review. It is the responsibility of the Board Chairperson to see that the student and faculty member respond only to grade challenge in written petition.

The Board will be given one week* after the initial meeting to review each case and arrive at a decision. The Board may reconvene at any time during this period to request additional data.

When a decision is ready to be given, the Board Chairperson will call the student and faculty member to meet with the Board, at a time convenient for all. The decision will be given in writing to the student and faculty member. The decision of the Board will be directed specifically to the grade challenge (possible decisions are specified in last section of Section IV). Rationale for the decision will be stated and date of Board meeting and decision are included.

If the Board recommends reconsideration of the grade, the faculty member will review the Board's decision and inform the student and Academic Review Board Chairperson of his/her action within 72* hours.

The Chairperson of the Academic Review Board is responsible for maintaining and summarizing comments made during the meeting. Once the final decision has been obtained, the Chairperson will forward to the Department Head of Nursing a copy of the decision, which includes a summary of the data presented at the Review Board meeting, rationale for the decision, and any action taken by the faculty member. The written decision will be signed by each member of the Academic Review Board and identify their role (i.e. faculty member, student member).

If the student or faculty member is not satisfied with the outcome of the Board review, the appeal may be further pursued with the Department Head of Nursing as established in departmental and university policies. See the Academic Appeal Procedure contained in the TSU Nursing Student Handbook.

The student should schedule an appointment with the Department Head of Nursing regardless of the outcome of the Academic Review Board. The purpose of the meeting is to discuss the student's status at Tarleton State University.

All appeal documentation accumulated during an Academic Review will be kept in a separate locked file in the Office of the Department Head of Nursing.

**This is a suggested time period, not to be rigidly adhered to. Weekends and holidays necessitate extending the time. The Department Head or Academic Board Chair can make adjustments according to circumstances. If an appeal is initiated at the end of a semester and there is not adequate time to complete the appeal process, the appeal will be pursued beginning with the first official class day of the next term. (Same time limits apply).*

6/95 IP/SB

*Adapted from UTHSCSASN policy. Permission granted 2/95.

Approved By Faculty: 5/7/96

Revisions Approved by Faculty: 6/2006