

Academic Grievance Procedure for College of Nursing Graduate Students December 11, 2018

College of Nursing Graduate Student Handbook, 2018-2019,
Section III, p. 13-15.

A graduate student who believes he or she has a grievance involving unfair treatment, an unfair final grade in a course, or an injustice of substantial proportions involving academic affairs may initiate action to address the grievance. The student may terminate the grievance Procedure at any point in the process. This procedure does not apply to grievances of academic integrity violations.

In general, the operational principal that should be followed is to maintain open communication at the most immediate point of access and to work upwards when appropriate. This means that the student should work with the faculty member with whom they have the dispute or their adviser to resolve matters if possible. The next level would be the Graduate Program Director (MN, DNP, PhD). If the complaint involves a complex or multi-campus issue, the campus Academic Director or Associate Dean for Academic Affairs may get involved. The student and faculty member should adhere to the WSU Graduate and Professional Student Grievance Procedures for Academic Progress and Other Complaints. The University Ombudsman is available at any stage for advice or assistance in resolving academic complaints. In addition, complaints about discrimination/sexual harassment can be directed to WSU's Office for Equal Opportunity; in addition, WSU is accredited by the Commission on Colleges of the Northwest Association of Schools and Colleges, whose complaint process is here.

College of Nursing Grievance Procedure (WSU's Academic Complaint Process: Rule 104)

1. A student having complaints about instruction or grading should attempt to resolve those issues directly with the instructor. If that fails, the student should send an email to the instructor using his or her official WSU email account no later than 20 business days following the end of the semester. This email should briefly outline the complaint and be copied to the Program Director (MN, Post-Master's Certificate, DNP, PhD). A student from a campus other than Spokane may make complaint in writing to their campus Academic Director (Tri-Cities or Vancouver) as well as to the Program Director.
2. If the complaint is not resolved with the instructor within 20 business days of sending the email, then the student may work directly with the Program

Director in which the course is offered. The Director's decision shall be rendered within 20 additional business days.

3. After the Director's decision, the student or the instructor may appeal to the academic college Dean's Office. The Dean may designate the Associate Dean for Academic Affairs to manage the complaint. Complaints must be submitted in writing within 20 business days of the Graduate Program Director's decision. The written statement
4. should describe the complaint, indicate how it affects the individual or unit, and include the remedy sought from the Dean. The decision of the Dean or her designee shall be rendered within 20 business days.
5. A copy of all written complaints and a written record of all subsequent actions will be filed in a confidential Academic Grievance File in the College of Nursing Academic Affairs Office.

Note: Though chairs and college deans (and program leaders and campus chancellors) may resolve complaints about instruction and grading, they may not change a final grade without the consent of the instructor, except as provided by Rule 105 of the Grad School Policies and procedures.

Student's Recourse if a Grievance is Unresolved at the College Level

WSU Graduate School Preliminary Grievance Procedures

1. If the grievance cannot be resolved at the department or program level, the student is encouraged to contact one of the Associate Deans of the Graduate School, or any person of the Graduate School designated by the Dean to hear student grievances (the Dean's designee).
2. The Associate Dean or Dean's designee will review the grievance and, at his or her discretion, will recommend possible actions for resolution to the student as well as to the College of Nursing Academic Program Director, college Dean or Dean's designee, and/or faculty liaison. If the student is not satisfied with the resolution, he/she may file a formal grievance.

WSU Graduate School Formal Grievance Procedures

In some instances, such as those related to academic and employment issues (e.g. failed examinations, termination of assistantship, etc.), the student may wish to appeal a specific academic decision made at the College of Nursing level.

1. The student must make a formal grievance request to the Dean of the Graduate School in writing with signature (email is not sufficient). Formal appeals must be filed within 15 (fifteen) calendar days following a notice of decision at the College of Nursing level or within 15 calendar days after completing the Preliminary Grievance Procedures. The original decision will be held in abeyance while under appeal.
2. The Dean will assign these formal appeals to one of the Associate Deans for full consideration and recommendation.
3. If the Associate Dean deems it appropriate, the matter will be referred to an independent Committee on Graduate Student Rights and Responsibilities (CGSRR) for consideration and formulating recommendations of action to the Dean of the Graduate School. The CGSRR will operate with due respect to the rights of graduate students, faculty, and administrators including the conduct of interviews, the right of all parties to review and address allegations, and the right to a fair hearing. The CGSRR will deliberate and render a recommendation to the Dean of the Graduate School or the Dean's designee within 60 days of being formed.
4. Recommendations for resolution of formal grievances will be acted upon by the Dean or the Dean's designee. A final decision will be made by the Dean of the Graduate School. The decision made by the Dean on academic matters is final.

Appeals

The graduate or professional student may appeal the final decision of the Dean of the Graduate School to the Provost if the appeal is based on procedural irregularities. The written appeal to the Provost due to procedural irregularities must be filed within 15 calendar days following a notice of decision from the Dean of the Graduate School regarding the formal grievance. The Provost will not reopen cases for the purpose of re-investigating the grievance.

Student Rights of Appeal Related to Academic Work

Appeal of Course Grades. Graduate students should refer to the WSU Academic Regulations, Rules 104 and 105, if they have a complaint about instruction or grading.

University Grade Appeals Board. The University Grade Appeals Board, an official committee of the University President, functions to review academic grade appeals forwarded by any departmental chair, dean, Graduate School Dean, or university ombudsman.

Preliminary and/or Final Examination Committee Decisions. In cases of examination failure, the student is given an opportunity to take a second and final examination. In these cases, the Graduate School will send an official representative to preside over

the second examination to protect the rights of the student, faculty, and program. The Graduate School's Graduate Mentor Academy is trained in the appropriate procedures to be followed for a second examination. The only exception to this reexamination policy is if a member of the Graduate Mentor Academy (appointed by the Graduate School) presided over the student's first exam and agrees that a re-examination is not an appropriate disposition of the case. The Graduate School's examination procedures must be followed to schedule the second examination. These procedures are outlined in Chapter 7 and Chapter 8 of the WSU Graduate School Policies and Procedures Manual. If the student fails the exam a second time, he/she may appeal the decision by filing a formal grievance with the Graduate School.