

GRIEVANCE PROCEDURES INVOLVING AUGSBURG COLLEGE FACULTY MEMBERS AND STUDENTS

Part I - Introduction

Preface Augsburg College is committed to a policy of treating fairly all members of the college community in regard to their personal and professional concerns. However, times do occur in which students think they have been mistreated. This procedure is provided in order to ensure that students are aware of the way in which their problems with faculty members can be resolved informally and to provide a more formal conciliation process when needed. Each student must be given adequate opportunity to bring problems to the attention of the faculty with the assurance that each will be given fair treatment. The faculty member must be fully informed of the allegations and given an opportunity to respond to them in a fair and reasonable manner.

Definition of Grievance A grievance is defined as dissatisfaction occurring when a student believes that any conduct or condition affecting her/him is unjust or inequitable, or creates unnecessary hardship. Such grievances include, but are not limited to a violation, misinterpretation, or inequitable application of an academic rule, regulation, or policy of the college or prejudicial, capricious, or manifestly unjust academic evaluation.

College policies and procedures that do not come within the scope of the Grievance Procedures are the Sexual Harassment Policy, the Sexual Violence Policy, the Committee on Financial Petitions, Discipline Process, and Academic Standing.

Time Limits Time limits will include only business days (M-F) for the program in which the student was enrolled. (Weekends, and vacation days are not included; summer may not be included depending on the student's program.)

Part II - Informal Process

It is always the student's responsibility to know these procedures and timelines and to follow them.

A. Any time a student feels that she/he has been mistreated by a faculty member, the student should contact the faculty member to discuss the problem and attempt resolution.

B. If no mutually satisfactory solution can be reached with the faculty member or if, in unusual circumstances, the student prefers not to confer with the faculty member, the student should discuss the problem with the department chairperson of the faculty member and attempt resolution of the problem.

C. If the problem cannot be resolved in discussions with the faculty member or department chairperson, or if the faculty member and the department chairperson are the same individual, the student may contact the Academic Dean.

D. Time limits

1. The student must begin the Informal Grievance process within 15 days of the conduct giving rise to the grievance, by submitting an Informal Grievance Form to the Academic Dean.
 - a.. The time limit to begin the Informal Grievance process for a grade appeal will be 30 days from the last published finals date for the relevant term. It is the responsibility of the student to maintain a correct and current address on file with the Registrar.
 - b. If the student could not reasonably be expected to be aware of the conduct when it occurred, the student will have 15 days to file the grievance from the date on which the student could reasonably be expected to be aware of the conduct or condition that is the basis for the grievance. It is the responsibility of the student to establish the reasonableness of such non-awareness. The Academic Dean will determine if this paragraph applies to a grievant.
2. The Academic Dean and the student must ensure the informal process is completed in 20 days. (See Part I for definition of time limits.)
3. Extension - In unusual circumstances, the time limit may be extended by the Academic Dean. A grievant or respondent must submit a written request for such extension before the end of the time limit. If the Academic Dean thinks the extension is warranted, the Dean will notify all concerned persons in writing.

E. Records

If the grievance has been resolved, either by agreement or by expiration of the time limits, a copy of the informal grievance and statements of the resolution will be kept by the Academic Dean for one year. Neither a copy of nor any reference to the grievance will be placed in the personnel file of the respondent.

If these informal discussions do not resolve the problem to the satisfaction of the student, a more formal conciliation procedure is available in Part III of this document. Note: A student must file a written grievance, per below, within 5 days after completion of the informal process.

Part III - Formal Process

Preface

If a student has a grievance with a faculty member that has not been resolved through the Informal Process described in Part II of this document, the student may then seek resolution through the following procedures. For a complete copy of the Procedures, contact the Academic Dean's Office, Academic and Student Affairs..