

# **Division of Communication Disorders**

## **Student Appeals Policies and Procedures**

**(Approved by Division faculty, May 2016)**

It is the Division's policy to attempt settle disputes initially through discussion with the affected parties. If disputes are not resolved informally, then the following appeal process applies.

Appeals may include but are not limited to: a) grading disputes in a course, b) issues of unjust, inequitable, arbitrary, or capricious treatment, and c) petitions for reinstatement. In addition, students have the right to file complaints regarding the lack of compliance with accreditation standards directly with the Council on Academic Accreditation at ASHA.

### **Procedures for Course Disputes**

1. It is the responsibility of the student to initiate the dispute process.
2. For final course grades, the dispute process must be initiated within 15 working days after the posting of grades.
3. For other disputes, the appeal process must be initiated within 15 working days following the incident.
4. A discussion of the issue should be initiated first with instructor. If the student is not satisfied with the outcome or is not comfortable talking with the instructor, she or he may request a meeting with the Director to discuss the instructor's decision/action. If this meeting does not resolve the issue, the student must put the dispute in writing to the Director within the time frame specified above.
5. The written dispute should specify the action being disputed, the basis of the dispute, and any supporting evidence. (Note: If the Director is directly involved in the dispute as the instructor of record, the dispute will be forwarded to the Associate Dean of Student Affairs in the College who will perform the administrative review using this appeal process.)
6. The Director will meet with the student and instructor within 10 working days of receiving the written request to discuss the dispute and review any documentation submitted by both parties.
7. The Director has the discretion to invite two other instructors in the Division to review the appeal and submit a written recommendation.
8. The Director will render a decision in writing and inform the necessary parties. A copy of the decision may be placed in the student's permanent file.
9. If the student is not satisfied with the Director's decision, the decision may be appealed to the Dean/Associate Dean of the College of Health Sciences.

## **Procedures for Petition for Program Reinstatement**

1. It is the responsibility of the student to initiate the petition process.
2. The appeal must be initiated within one semester of written notification of dismissal or departure from the program.
3. The initial request indicating that the student would like to be considered should occur with the Director, followed by a written request to the Division graduate faculty (within the time frame specified above).
4. The written petition should specify the basis for the dismissal/departure, the reasons for the poor performance, and a specific account of how these issues have been or will be addressed, along with any supporting evidence.
5. The Director will call a meeting of relevant faculty to consider the case. In the meeting, the participants will review and discuss the written appeal, any accompanying documentation, and seek additional information. Scheduling of this meeting will be initiated within 10 working days of receiving the written appeal.
6. The faculty may request a meeting with the student to discuss the petition and review any documentation submitted.
7. The Director will render a decision in writing and inform the necessary parties. A copy of the decision may be placed in the student's permanent file.
8. If the student is not satisfied with the Director's decision, the decision may be appealed to the Dean/Associate Dean of the College of Health Sciences.

## **Council On Academic Accreditation**

Students may file complaints regarding the lack of compliance with accreditation standards with the Council on Academic Accreditation (CAA) at ASHA. The specific nature of the complaint and the relevance of the complaint to the accreditation standards must be specified, and supporting data provided. All complaints must be signed and forwarded in writing to: Chair, Council on Academic Accreditation, American Speech-Language-Hearing Association, 2200 Research Blvd., Rockville, MD 20850. For details and updates see <https://caa.asha.org/programs/complaints/>