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Votes: # Approve Faculty approved voice vote # Disapprove 

Approval Signatures (As Required)

Associate Dean of Academic and Student Affairs: [Signature]

Associate Dean of Research and Outcomes: 

Dean: [Signature]

Notes:
POLICIES AND PROCEDURES
FOR STUDENT GRIEVANCES
Academic Policies and Student Progression

SCHOOL OF PHARMACY

The University of Wyoming (UW) School of Pharmacy (SOP) recognizes the right of students to express differences of opinion in academic status and/or progression and to seek fair and timely resolution of disputes. It has always been the policy of the SOP that disputes shall be settled informally if possible and that all persons have the obligation to participate in good faith in the informal dispute resolution process before resorting to formal grievance procedures. The SOP encourages open communication through the informal processes discussed in this document as well as prompt and efficient review and resolution of disputes.

A. Definition of Student Dispute: A claim may occur when a student considers that any action or inaction by others that affects their academic status and/or progression is unjust, inequitable, contrary to UW Regulations or policies, or is an impediment to effective student performance and learning.

B. University and College of Health Science Policies: The SOP grievance policy complements the existing UW and College of Health Science (CHS) policies and regulations.

C. The Student’s Responsibility and Timeline:
   I. The student must initiate all dispute processes. The student(s) may choose to seek initial guidance from respective academic advisors.
   II. For all levels of an appeal, processes will only progress on business days.
   III. For disputes not involving grades, the process must be initiated at the SOP level no later than 5 business days after the incident occurs. In a situation where the student and instructor are not on speaking terms due to the incident, the process should involve the student, the instructor, and the Associate Dean for Academic and Student Affairs, as appropriate.
   IV. For disputes that are related to grades:
      a. For grade grievances reported during the course, the process must be initiated at the SOP level no later than 5 business days after official reporting of the grade(s) by the instructor. Official reporting of grades is defined as grades reported by e-mail communication, or the instructor posting grades either by hardcopy, via the online course platform or by returning of a graded assignment or exam. All initial verbal/email discussions at the instructor and course coordinator levels must have been exhausted before the initiation of the formal process.
      b. For final grades, the process must be initiated at the School level no later than five business days after the grades are due at the Registrar’s office, or, in the case of experiential rotations, no later than five business days after the completion of the rotation or posting of the grade in E*Value. Depending on the timing of the end of the semester, the dispute process may not be resolved until the following semester; however, the process must be initiated by the student within 5 business days.

In the case of students moving into the P4 year rotations, the dispute will be finalized before the student is to enter these rotations. If the process is not resolved by the beginning of the rotation sequence, the student will be assigned to an “off” month in Rotation #1. In the event that there is no resolution by Rotation #2, the SOP will attempt to make all possible accommodations in scheduling the student’s rotations, however, the student should be aware that they may be delayed in their future rotation schedule, as the SOP does not control some scheduling.
V. Regarding grade-related disputes during rotations: the nature of grade assignment in the experiential environment is different from the didactic (classroom) environment. Grades assigned by preceptors are based on daily performance and observations in a practice environment, professional behavior and, in some cases, written assignments; therefore, mechanisms to regrade daily performance/observations are unnecessary.

D. Procedures

VI. Instructor Level:
   a. The instructor should listen to the student(s) complaint(s) and provide a timely response. If the dispute is resolved based on discussion and response, no further action is necessary.

VII. SOP Associate Dean of Academic and Student Affairs Level: If the outcome of the previous step does not resolve the dispute, the Grievance Form must be submitted to the Associate Dean for Academic and Student Affairs. Students may also elect to submit a letter documenting their side of the dispute to be kept in the student’s file. The student(s) will be notified by e-mail that the form has been received, and that the appeal will be handled per the Grievance Policy.
   a. If the Associate Dean has a conflict of interest, the Associate Dean should be excused and the appeal moved directly to the Dean of the School of Pharmacy.
   b. The Associate Dean shall meet with the student and the course instructor (and other parties if necessary) to gather information necessary to make a recommendation on the appeal.
   c. The Associate Dean shall send a written recommendation to the student(s) within 5 business days after meeting with all involved parties and reviewing the appeal. A copy of the written recommendation will be placed in the student’s file.

VIII. SOP Dean Level: If the outcome of the previous step does not resolve the dispute, the Associate Dean will forward the appeal letter and previous documented responses to the Dean of the School of Pharmacy.
   a. The decision at this level represents the last decision at the School of Pharmacy level.
   b. If the Dean has a conflict of interest, the Dean should be excused and the appeal moved directly to the Associate Dean of Research and Outcomes.
   c. A written decision shall be sent to the student no later than 5 business days of receipt of documentation from previous step. A copy of the written decision will be placed in the student’s file.
   d. If the Dean is unavailable, the person designated to fulfill the responsibilities of the Dean during his/her absences shall assume this role in the decision process.

IV. CHS Level: Unsatisfactory resolution of the dispute at the School level will necessitate forwarding copies of all the documentation to the Associate Dean of Student Affairs of the College of Health Sciences for further procedural handling of the dispute.