



Domain/Division:	Academic/Progression	Index	20-04.21
Title:	Student Grievance	Original Date:	1-14-2003
Responsible Unit:	Academic Affairs	Page:	1 of 3
		Attachments:	None.
Authorized Approver:	Judith Baggs	Authorization Date:	6-20-06

Review History:

Academic Affairs 1/30/03
 Major Revision Winter 2006
 Reviewed & Approved for Faculty Vetting by Admin Council Subcommittee on Policy & Personnel May 25, 2006.
 Posted for Faculty Vetting May 31, 2006.
 Admin Council Subcommittee on Policy & Personnel reviewed faculty comments on June 15, 2006
 Approved by Admin Council on June 20, 2006

POLICY STATEMENT:

Students as individuals or as a group, have the right to grieve matters which they deem to be unfair or unreasonable on the part of the School of Nursing (SON) or an individual or individuals representing the SON. A student may submit a grievance for a grade only if unfair or unreasonable procedures are alleged. Concerns relating to disciplinary actions or prohibited discrimination are not grievable under this policy but are covered by other policies/procedures. (See the SON Code of Student Conduct and Responsibility for appeals of disciplinary actions and contact the OHSU Office of Affirmative Action/Equal Opportunity for concerns relating to prohibited discrimination). Students may submit a grievance between matriculation and graduation.

RATIONALE:

Oregon Health & Science University (“University”) and the SON seek to promote an educational environment that values communication, fair treatment, and respect among students, faculty, and staff. Despite these efforts, differences of values and goals between individuals and groups may occasionally lead to circumstances that require a process for resolving these issues. The SON strongly believes that problems in human relationships can best be resolved informally and locally between or among the parties involved. The purpose of this policy is to provide a structure for the resolution of grievances when informal resolution is not possible or is unsatisfactory. These procedures occur under the authority of, and may be subject to review by the SON Dean or the Dean’s designee.

IMPLEMENTING PROCEDURES:

Responsible Party: Action:

Student

Informal Resolution Procedures

1. A student who wishes to grieve a matter is encouraged to first discuss the problem with the individual(s) involved. In the case of a grade or course related grievance, the student should first address the concern to the course instructor. If not satisfied with the response of the individual(s), or if the student is unable, for any reason, to discuss the matter with the individual(s) involved, students may address their grievance to the Program

Director/Associate Dean.

2. If a student wishes to have his/her grievance considered beyond the Program Director/Associate Dean, he/she may address the grievance to the SON Grievance and Student Conduct Committee.

**Grievance & Student
Conduct
Committee/Student**

Formal Procedures of the Grievance and Student Conduct Committee

1. A formal statement of the grievance must be presented in writing to the Chair of the Grievance and Student Conduct Committee within 60 calendar days of the end of the quarter in which the matter occurred.
2. The Grievance and Student Conduct Committee is composed of five faculty members and two students. Faculty members are selected according to the faculty by-laws election process and include a Chair and Recorder who are elected for three-year terms.

Other faculty are elected for one year to a pool of eight potential committee members representing all SON campuses. Similarly students are elected to serve a one-year term by the Student Nurse Association. Student election to the pool will include the following:

- One Southern Region undergraduate student representative
- One Eastern Region undergraduate student representative
- Four Portland campus undergraduate student representatives
- Three masters or doctoral students selected by the Graduate Program directors

3. A hearing will occur within 20 working days of receipt of the grievance, whenever possible. All hearings of the Grievance and Student Conduct Committee are closed, and information presented in them and all supporting documents are confidential. The hearing is informal and does not follow administrative, contested case, or courtroom procedures. If the grievant has been properly notified and fails to appear, the Grievance and Student Conduct Committee may proceed with the hearing and make a determination based upon available information.
4. During the hearing, grievants may be accompanied by an advisor of their choice. The advisor may be a faculty or staff member, fellow student, parent, or any person of the student's choice so long as the availability of the advisor does not hamper the timeliness of the hearing. The advisor may assist the grievant during the hearing; however, the student will be expected to speak for him or herself at all times. Students may also choose to have an attorney serve as their advisor. A student must notify the Chairperson or his/her designee 24 hours in advance so a university attorney can also be present at the appeal session.
5. During the hearing, grievants have the opportunity to offer information and testimony on their behalf. In addition, if the grievance involves a complaint against an individual(s), the individual(s) being complained about shall be present during the hearing, and will have the opportunity to make a presentation to the committee.
6. The chairperson of the Grievance and Student Conduct Committee, or designee will decide any questions or objections to hearing procedures that are raised during the hearing.

7. Members of the Committee may ask questions of any person present during the hearing and the chairperson will invite questions and comments from the grievant and other parties involved in the matter. The Chair may also invite questions or comments from advisors or others present. If the chairperson decides an essential person or piece of information is missing, the chairperson may decide to reconvene the hearing at the earliest practical time that the missing information will be available.
8. At any stage of the proceeding, the Committee may attempt to resolve the grievance. If an acceptable resolution is reached, the committee will prepare a Statement of Understanding for all parties to sign. If a resolution is not reached before the conclusion of the hearings process, the Committee will deliberate in private and reach a decision with respect to the grievance.
9. The Committee will prepare a report summarizing either the Statement of Understanding or the Committee's factual findings, the Committee's conclusions based on the evidence presented at the hearing and the Committee's determination of the grievance. The chair will notify the grievant through traceable overnight mail of any individuals(s) named in the grievance, and the appropriate SON Program Director or Associate Dean of the committee's decision. This notification will be sent within 14 calendar days of the end of the hearing.

Appeals

The student may appeal to the SON Senior Associate Dean for Academic and Student Affairs or his/her designee. An appeal must occur within 14 calendar days from the date certified mail of receipt of the Committee's notification. The Senior Associate Dean for Academic and Student Affairs or his/her designee must reply to the student within 14 calendar days. Students may appeal the decision of the SON to the University Provost as described in University policy (02-30-050).

RELATED REFERENCES (if applicable):

OHSU Student Dismissal, Grievance And Appeal Procedure (02-30-050)
http://ozone.ohsu.edu/policy/pac/chapt_2/2-30-050.htm

NOTES (if applicable):

DEANS APPROVAL (required for new policies only):

Original signed copies on file in Office of Academic Affairs

Signature

Date

Kathleen Potempa, DNSc, RN

PROVOST APPROVAL:

Original signed copies on file in Office of Academic Affairs

Signature

Date

Lesley M. Hallick, PhD