



Office of the Provost

Memorandum

TO: Deans, Associate Deans and Department Chairs/School Directors, and Faculty

FROM: Cheryl Bracken, Interim Vice Provost for Faculty Affairs

DATE: March 1, 2021

SUBJECT: *Recommended procedure for addressing student academic-related complaints (excluding grade disputes)*

- 1) The student attempts to resolve the issue with the faculty member. Some programs/colleges have existing complaint procedures, and students should be direct to look at their student handbooks. NOTE: *This step is optional for the student*).
- 2) Lacking a satisfactory outcome, the student should contact the faculty member's department chair or school director.
 - i) The Chair/ Director should meet with and listen to the student's perspective.
 - ii) The Chair/Director should meet with and listen to the faculty member's perspective.

NOTE: Both students and faculty are welcome to contact the Ombudsperson (See <https://www.csuohio.edu/provost/ombudsperson>).
Faculty are welcome to have an AAUP representative attend meetings with them.

CSU has existing required protocols for some categories of student complaints. Most notably, the ***Responsible Employee Reporting of Discrimination, Harassment, Sexual Violence, and Retaliation*** (See <https://www.csuohio.edu/sites/default/files/PADHSVR102019final.pdf>).

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Federal law and University policy require all faculty members to report to the Office of Institutional Equity and the Title IX Coordinator instances of discrimination, harassment, sexual violence, and retaliation that occurs on campus, during a University activity, or that impact CSU students or employees. The faculty member does not need to evaluate the truth of the report and should not investigate it – making the report to OIE meets the faculty member’s obligation.

In these situations, the students should be directed to contact OIE. OIE can be reached by email at OIE@csuohio.edu or by calling 216-687-2223. OIE is located in the Administration Center, Room 236

- 3) In attempting to resolve the dispute, the Chair/Director will seek resolutions proportionate to the complaint. In the spirit of Article 8 of the CSU-AAUP Collective Bargaining Agreement, the faculty member will only be removed from a class in the most egregious circumstances. [Examples might include imminent harm to students, gross negligence, or failure to respond to university contact requests after two business days].
- 4) If a mutually agreed-upon outcome is not obtained within 10 business days of the student’s meeting with the Chair/ Director, the student may take the matter to the college dean.
- 5) After meeting with the Dean, if the matter is still not resolved, the student could contact the ombudsperson or the Dean of Students’ Office. NOTE: At any stage, the student may seek assistance from the University Ombudsperson or the Dean of Students’ Office.
- 6) If the situation is particularly troubling, and you’re not sure what to do, seek the counsel of your Dean, the University Ombudsperson, the Dean of Students, or one of the Vice Provosts

NOTE: Some students write directly to the Office of the Provost and Office of the President, when this occurs the concern is generally directed back to the appropriate dean and Chair/Director.