

Grievance Procedures

Students, faculty, and administrators are strongly encouraged to discuss informally and to resolve problems they encounter in the academic process. Unresolved issues or violations of Loyola's ethical standards may call for the use of the School of Education's grievance procedure.

The following procedure is intended for use in the management of controversies in academic matters involving students in the School of Education, i.e. those in undergraduate Education, M. Ed., and Ed.D. programs. Students in Ph.D. or M.A. programs should consult the grievance procedure in use at The Graduate School.

The following procedure governs such academic matters as ethical questions as well as those of scholarly competence. Thus, controversies arising from charges, e.g., of cheating in examinations, falsification of research data, plagiarism, evaluation of students, failure of the institution to recommend certification, and dismissal from programs are included within the meaning of "academic" as well as "grievable."

With regard to the evaluation of students, the academic grievance procedure applies only to those cases in which the evaluation of the student is alleged to be capricious, in significant violation of clearly established written school policies, a result of improper procedures, or improperly discriminatory. An evaluation of a student is capricious if the evaluation is: 1) based partially or entirely on criteria other than the student's performance; 2) based on standards different from those standards of evaluation applied to other students; or 3) based on a substantial departure from announced standards of evaluation. In cases other than those noted above, an evaluation of a student is not a basis for an academic grievance.

Controversies arising from clearly non-academic matters fall within the jurisdiction of the division of student affairs. Such cases may include: allegations of discriminatory treatment arising from the student complainant's age, race, gender, sexual orientation, disability, national origin, or religion. In cases in which jurisdiction is unclear or mixed, the Dean of the School of Education, in consultation with the Vice President for Student Affairs, will determine the correct jurisdiction.

Step 1- Informal Resolution

The first step in this grievance procedure is an informal one. Efforts should be made by the student to communicate the complaint or problem in writing within 30 days to the person most directly involved (e.g., the instructor in the course, the program director). Where appropriate, the problem should be resolved at this informal step. It is the practice that most issues can be resolved at the department and/or program level.

Step 2. – Petition to the Associate Dean of Academic Programming (ADAP)

- a. If the student is unable to achieve a satisfactory solution to the problem at the informal level, the student is expected to submit a written request within the following 30 days (use Form A- Statement of Grievance Form, <http://www.luc.edu/schools/education/students/grievance.shtml>) for a hearing to the ADAP. The request for a hearing must specify the nature of the dispute and the attempts to resolve the matter. Specifically, a student who believes that he or she has valid grounds for a grievance under these procedures should submit a written and signed statement of grievance (Form A), setting forth the specific allegations with reasonable particularity and identifying the individual(s) grieved against.
- b. The ADAP will refer the dispute to the School of Education Grievance Committee (SEGC), which is a standing committee of the Academic Council and consists of three faculty members from the School of Education, other than the ADAP. If any of the three faculty members comprising the committee are involved in the dispute, other committee members will be appointed from the School of Education at the recommendation of the Dean.
- c. The Chairperson of the Grievance Committee will establish a time and date for the hearing and notify the student and faculty involved, along with the other members of the Committee. The student will receive written notice of any charges to be considered, and an effort will be made to schedule the hearing within 30 days of the receipt of the materials offered in support of the formal grievance. The hearing will be private and all persons present at the hearing will consider all information presented to be confidential. If, however, the student disseminates information disclosed during the

hearing, the student's interest in the confidentiality of the hearing will be deemed waived. Both the student and the faculty member involved may request assistance in presenting their case at the hearing by any members of the university community other than an attorney. Students must inform the Chairperson of the Grievance Committee of the name(s) of their representative and any witnesses before the hearing date. Additionally, the SEGC shall provide all parties the opportunity to present written and oral information relevant to the grievance. The SEGC may also request information from other sources. Copies of all written information and summaries of pertinent oral information provided to the SEGC shall be provided to all parties and shall include:

1. a statement of committee procedure
2. a summary of relevant information including documentation of all written and oral information presented to the SEGC
3. relevant University rules and policies
4. SEGC recommendations and reasons for such recommendations

Individuals appearing before the committee have the responsibility of presenting truthful information. The committee in reaching its decision will evaluate the credibility of the witnesses. Presentation of evidence will be made only during the hearing. Any party may present witnesses or other evidence. The conduct of the hearing is informal, and the committee is not bound by rules of evidence or court procedures. Matters of procedure will be decided by the Chairperson of the School of Education Grievance Committee. All decisions of the committee will be determined by a majority vote of the members present. The student and faculty member will be informed in writing of the Committee's decision within two weeks of the hearing.

Group Actions

Two or more students with substantially the same grievance may join in group action. A single statement of grievance shall be submitted and processed in the manner described herein for individual grievances, but all those joining in such a group action must sign the statement.

Step 3. Appeal Process

The student may appeal the decision of the hearing board in writing to the Dean of the School of Education within 30 days notice of the hearing committee's decision. The appeal should clearly indicate the alleged errors that occurred in the SEGC hearing. The Dean may approve, modify, or reverse the decision of the board and will notify the student of her/his decision within two weeks of receiving the appeal, if practicable. The decision of the Dean is final in all cases.

Withdrawal of Grievance

A grievant may withdraw his or her grievance from further consideration at any time by submitting a written request to the administrator with whom the grievance was originally filed. No reason needs to be given for such a request.

School of Education Grievance Form
Complete definition of grievable matters and detailed
Procedures may be found in the current School of Education Catalog

Your name: _____

Loyola ID: _____

The name of the person(s) against whom you are filing the grievance: _____

The date(s) when the matter occurred: _____

A brief summary of the grievance:

The efforts you have made to resolve the grievance informally:

Your signature: _____ **Date:** _____

Your telephone number: _____ **E-mail address** _____