

Student Appeals, Complaints, and Grievances

To ensure student success, the university offers comprehensive academic policies outlined in the catalog, promoting a transparent and supportive learning environment. These policies aim to ensure that students are treated equitably by setting clear rules and guidelines. Policies also provide a framework for consistent decision-making and action, and reduce arbitrary or biased decisions. Understanding that individual circumstances vary, the university provides an appeal process for students with verifiable extenuating circumstances, and a complaint/grievance process through the Office of the Provost.

I. Purpose:

This procedure outlines the steps for addressing student appeals, complaints and grievances, ensuring fair and timely resolution.

II. Scope

This procedure applies to all student enrolled at North Dakota State University.

III. General Principles:

- Direct Resolution: Encourage initial attempts at direct resolution between involved parties.
- Escalation: Provide clear channels for escalation when direct resolution fails (i.e. appeals, complaints, and grievances).
- Confidentiality: Maintain appropriate confidentiality throughout the process.
- Fairness and Impartiality: Ensure fair and impartial handling of all complaints.

IV. Procedure Steps:

A. General Resolution Steps:

1. Initial Direct Contact:

- The student must first attempt to resolve the concern directly with the individual(s) or the office involved (e.g. instructor, office that manages the policy/procedure).
- Utilize communication methods such as NDSU email, phone, or face-to-face meeting. NDSU maintains a campus directory on the NDSU website.
- Review the policy/procedure associated with the situation.

2. Escalate if Necessary (Appeal):

- If direct contact is unsuccessful, the student may proceed to the specific resolution channels outline in Section IV.B.

3. Formal Complaint to Provost's Office (Complaint/Grievance; Last Resort):

- If all other resolution attempts fail, the student may submit a formal complaint or grievance to the Office of the Provost using the designated online form (see section IV.C.)

B. Specific Scenarios and the Office to Contact:

1. Course Instruction (including final grade dispute) or Academic Advising:

- Step 1: Student attempts resolution with the instructor or advisor.
- Step 2: If unresolved, student contacts the Department Chair or Head.
- Step 3: If unresolved, student contacts the Dean or the relevant College.
- Step 4: If unresolved, student contacts the Office of the Provost.
- NOTE: If this is a final grade dispute, student should refer to NDSU Policy 337: Grade Appeal Board (https://www.ndsu.edu/policy/section_3_non_banded_staff_employment_faculty_and_other/).

2. Academic Misconduct:

- Step 1: Student resources may be found on the Standards for Academic Honesty and Integrity (<https://www.ndsu.edu/academichonesty/>) website, including NDSU Policy 335: Code of Academic Responsibility and Conduct (https://www.ndsu.edu/policy/section_3_non_banded_staff_employment_faculty_and_other/).

3. Roommate or Housing Situations:

- Step 1: Student contacts Residence Life (https://www.ndsu.edu/residence_life/)

4. Degree Progress:

- Step 1: Student may contact either their academic advisor or Registration and Records (<https://www.ndsu.edu/registrar/>).

5. Academic Policy:

- Step 1: Student contacts Registration and Records (<https://www.ndsu.edu/registrar/>)
- Step 2: If an appeal is warranted due to extenuating circumstances, the student will review and follow the published appeal form (<https://www.ndsu.edu/onestop/forms/>) for the situation.

6. Tuition and Fees:

- Step 1: Student contacts One Stop (<https://www.ndsu.edu/onestop/>).
- Step 2: If an appeal is warranted due to extenuating circumstances, the student will review and follow the published appeal procedures (<https://www.ndsu.edu/onestop/account/appeal/>).

7. Parking:

- Step 1: Student contacts Parking and Transportation Services (<https://www.ndsu.edu/parking/>).
- Step 2: Student reviews the Student Parking page for rules, regulations and citation appeals.

8. Safety and Security:

- Step 1: Emergency: Student dials 911.
- Step 1: Non-Emergency: Student contacts the University Police and Safety Office (https://www.ndsu.edu/police_safety/).
- Step 2: Optional: Student may schedule an appointment with the Counseling Center (<https://www.ndsu.edu/counseling/>) or Student Health Service (<https://www.ndsu.edu/studenthealthservice/>).

9. Student Employment:

- Step 1: Student contacts the supervisor of the employment experience.
- Step 2: (Work-Study): If unresolved, student contacts Financial Aid (<https://www.ndsu.edu/onestop/finaid/>).
- Step 2: (Internship/Co-op): If unresolved, student contacts the Career and Advising Center (<https://career-advising.ndsu.edu/>).
- Step 2: (University Employment): If unresolved, student contacts Human Resources (<https://www.ndsu.edu/hr/>).
- Step 2: (Graduate Assistance): If unresolved at supervisory level, student should contact the next level of supervision (e.g. Department Chair, Dean, Senior Director, Vice Provost, etc.). The Graduate Assistant may also contact Human Resources (<https://www.ndsu.edu/hr/>) if they are unsure of the proper supervisory chain or for general guidance.

10. Discrimination, Harassment, or Sexual Violence (including Title IX complaints):

- Step 1: Student files a complaint with the Equity Office (<https://www.ndsu.edu/equity/>).
- Step 2: Student reviews associated policies.

11. Another Student's Behavior:

- Step 1: Student attempts direct resolution.
- Step 2: If unresolved, student contacts the Dean of Students Office (<https://www.ndsu.edu/deanofstudents/>) and completes the Concern and Complaint Form.
- Step 3: Student reviews the NDSU Policy 601: Rights and Responsibilities: A Code of Student Conduct (https://www.ndsu.edu/policy/section_6_student_affairs/).
- Step 4: Student schedules an appointment with the Dean of Students Office.

12. State Authorization (Distance Learning):

- Step 1: For questions regarding state authorization for distance courses, students may visit the One Stop page on State Authorization (<https://www.ndsu.edu/onestop/registration/authorization/>) for general questions.
- Step 2: (Institutional Level Grievance): Student follows the general complaint resolution procedure outlined in V.
- Step 3 (State Level SARA Grievance): If unresolved at the institutional level, the student contacts the North Dakota University System (NDUS) State Authorization Reciprocity Agreement (SARA) Portal Agency.
 - Contact: Claire Gunwall, NDUS - Director of Academic Affairs
 - Address: 600 E. Boulevard Avenue, Dept. 215, Bismarck, ND 58505-0230
 - Phone: 701-328-4140
 - Email: stateauth@ndus.edu

- Step 4: (Home State): If institutional and SARA resolution fails, students enrolled in online courses from outside North Dakota may file a complaint with their home state's relevant agency.

C. Filing a formal complaint or grievance with the Office of the Provost:

If an issue or a concern has not been resolved or adequately addressed by contacting the office that oversees the scenario from the list in section IV.B., students may reach out to the Office of the Provost to file a formal complaint or grievance. Provide the following in an email to the Office of the Provost and a representative from the Office of the Provost will contact you within one business day.

- Your name, student ID number, and your NDSU email address (name@ndsu.edu).
- A clear description of the issue and a summary of your previous attempts to resolve it, including individuals contacted for assistance.
- The resolution you are seeking.

V. Responsibilities:

- Student: Initiate and pursue appeals and resolutions in a timely and appropriate manner.
- University Personnel: Address appeals and complaints fairly, impartially, and according to this procedure.
- Office of the Provost: Oversee the complaint/grievance procedure and ensure compliance.

VI. Review and Revision:

This procedure will be reviewed and revised periodically to maintain effectiveness and compliance.