



Revision of Student Academic Grievance Process

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Why revise the Student Academic Grievance Procedures?

- **The procedures were cumbersome and confusing.**
- **A single individual could make more than one decision compromising the fairness of the process.**
- **Professional programs were constrained making it difficult to adjust procedures to meet accreditation requirements.**



Student Academic Grievance Procedures Revision Committee

The committee was charged by the Provost to revise these procedures in order to streamline the process and to ensure its fairness.

A formal policy statement was created as part of the campus' effort to centrally organize and document all policies.

Karen Colley, Dean of the Graduate College (Chair)

Raymond Curry, Senior Associate Dean for Educational Affairs in the College of Medicine

Linda Deanna, Associate Vice Chancellor for Student Affairs and Dean of Students

Melanie Norwood, Graduate Student

William Rodriguez, Associate Dean of Students

Flordalia Rodriguez-Garcia, Undergraduate Student

Teresita Soto-Plutz, Executive Assistant to the Chancellor

Nikos Varelas, Vice Provost for Undergraduate Affairs

Saul Weiner, Vice Provost of Planning and Programs

The committee was staffed by Peggie Garcia, PhD from the Office of Programs and Planning.



General Steps in Student Academic Grievance Process

A faculty member makes an academic decision that a student doesn't like.

Informal Process: The Student and faculty member (Respondent) try to work it out. If the Student does not get the outcome that they want, then they can move to the Formal Process.

Formal Process-Step 1

The Student files a formal grievance with the Administrative Officer.

The Administrative Officer is usually the person to whom faculty member reports (Department Head).



General Steps in Student Academic Grievance Process

Formal Process-Step 2

If the Administrative Officer does not provide the Student with the solution they seek, the Student can appeal that decision to the Grievance Officer.

The Grievance Officer is usually the person to whom the Administrative Officer reports (Dean) or their designee.

Currently, for undergraduate and professional students the Dean = the Academic Dean, and for graduate students the Dean = the Dean of the Grad College.



General Steps in Student Academic Grievance Process

Formal Process-Step 2 (continued)

The Grievance Officer considers the case and makes a decision.

If the student does not obtain the solution they desire, then they are able to request a Hearing. This Hearing is overseen by one Hearing Officer.

The Hearing Officer makes a recommendation to the Grievance Officer who then renders their second decision.



Two levels of grievances have been established with different processes related to their severity.

A **Level 1 Academic Grievance** is one “concerning serious adverse decisions that will prevent the Student from continuing their progress toward a degree in good academic standing.”

- Change: As these are typically dismissal grievances, the hearing process has been modified to include a three member **Hearing Panel** who makes their recommendation to the Grievance Officer who is the Dean or their designee.
- For undergraduate and professional students, the Dean is the Academic Dean. For graduate students, the Dean is the Dean of the Graduate College.
- Change: Grievance Officer makes their one decision after the Hearing.



Two levels of grievances have been established with different processes related to their severity.

Level 2 Academic Grievances are linked to “decisions that, while undesirable for the Student, do not prevent the Student from continuing their progress toward a degree in good academic standing.” These are largely grade grievances.

- Change: The decision making process resides within the unit with the Administrative Officer (usually department head or designee) with oversight by the Grievance Officer (Dean or designee).
- Change: There is no formal hearing, but the Administrative Officer can meet informally with the student prior to making their decision.
- Both Administrative and Grievance Officers reside in the academic college.
- Students are discouraged from filing grievances based on subjective judgments by faculty.



Other points of emphasis in the new processes

Any allegations of sexual harassment or unlawful discrimination must be immediately referred to the Title IX Office and/or the Office for Access and Equity for investigation. This can happen at any point during the process.

The policy and procedures acknowledge that professional programs must adhere to accreditation requirements and standards and permit professional programs to tailor their academic grievance procedures to these requirements and standards so long as the modified procedures meet the minimum standards. Colleges must file their “professional” Student Academic Grievance Procedures with the Office of the Provost.

Deans will be asked to annually report on the numbers of grievances received by their offices and inform the Provost’s office about any changes to “professional” grievance procedures.



Policy, Procedures and Forms Links

Student Academic Grievance Policy

<https://policies.uic.edu/educational-policy/student-academic-grievance-policy/>

Student Academic Grievance Procedures

https://policies.uic.edu/files/2017/05/UIC_Student_Academic_Grievance_Procedures_FINAL_5.10.2017.pdf

Student Academic Grievance Forms

https://policies.uic.edu/files/2017/05/UIC_Student_Academic_Grievance_Forms_FINAL_5.9.2017.pdf