**Resolution of Student Concerns/Complaints**

**Approved by College of Education Tenured/Tenure-Track Faculty Vote**

**(conducted via email; completed on 12.15.16)**

# Sources of Authority

# Student Complaints and Grievances (includes all OP references )

# <http://www.depts.ttu.edu/studentresolutioncenter/complaints.php>

# Texas Tech Regents Rules 05.05: <http://www.depts.ttu.edu/oppol/Chapter05.pdf>

# SACSCOC 2012 Principles of Accreditation:

3.9.1 The institution publishes a clear and appropriate statement of student rights and responsibilities and disseminates the statement to the campus

community. **(Student rights)**

3.9.2 The institution protects the security, confidentiality, and integrity of student records and maintains security measures to protect and back up data. (Student records)

4.3 The institution makes available to students and the public current academic calendars, grading policies, and refund policies. (Publication of policies)

4.5 The institution has adequate procedures for addressing written student complaints

and is responsible for demonstrating that it follows those procedures

when resolving student complaints. *(See Commission policy “Complaint Procedures against the Commission or its Accredited Institutions.”)* (Student complaints)

# <http://www.sacscoc.org/pdf/2012PrinciplesOfAcreditation.pdf>

# AAUP: <http://www.aaup.org/>

Faculty or staff member should attempt to resolve student complaints or problems, but only if it is appropriate for them to do so, and in a manner consistent with established procedures.  Concerns should be settled in an efficient, consistent manner, making certain the rights of all individuals are preserved and due process is followed.

Student complaints in the College of Education are resolved in a manner consistent with university operating policies and procedures such as the following: OP 34.03: Student Grade Appeal; OP 34.04: Academic Regulations Concerning Student Performance; [OP 34.12: Grading Procedures.](http://www.depts.ttu.edu/opmanual/OP34.12.pdf)

Furthermore, a "chain of communication" is to be followed as problems are addressed.  Generally, this means the student should first discuss the concern with the faculty member most directly involved, e.g., the course instructor or clinical supervisor.  If the problem is not resolved, an increasingly higher level of supervisors becomes involved as follows:

* faculty member(s) most directly involved;
* department Chairperson or specific office administrator (e.g. Coordinator of Student Teaching or Coordinator of Field Experiences);
* appropriate Associate Dean or Certification Officer; and

Dean of the appropriate college (often the dean of the College of Education, but for example with grade appeals, may be the dean of another college).