

# ADMINISTRATIVE PROCEDURE

## ACAD-04

### Reporting Procedure for Academic Issues for Students

Number:	Name: Reporting Procedure for Academic Issues for Students
Purpose: This administrative procedure sets forth the process by which the University will address general academic issues reported by students.	
Responsible Unit: Academic Affairs	
Approved by: <i>Avinandan Mukherjee</i>	Approval Date: <i>9/6/2024</i>

#### 1 SCOPE

- 1.1 Marshall University is dedicated to ensuring all students are treated fairly and respectfully while interacting with the campus community.
- 1.2 This Administrative Procedure outlines the process for addressing general reports submitted by students involving academic issues concerning the University, such reports can by way of example include, but are not limited to the following:
  - 1.2.1 Adherence to syllabus: This refers to the commitment by instructors, and students, to follow and comply with the details, guidelines, requirements, and timelines outlined within the course syllabus.
  - 1.2.2 Faculty conduct: This refers to issues reported by students related to faculty behavior, professionalism, availability, responsiveness, or instructional effectiveness.
  - 1.2.3 Inappropriate relationships: This refers to any romantic, intimate, or unprofessional interactions or relationships between faculty members and students that violate university policies, ethical standards, or professional boundaries.
  - 1.2.4 Violations of safety and protocol procedures: This refers to actions that breach established safety measures or guidelines within a university class and/or educational course. This includes disregarding safety protocols, neglecting equipment usage, unauthorized access to restricted areas, or compromising the safety of individuals and the campus community.
- 1.3 This Administrative Procedure does not preempt or replace more specific policies or procedures to address specific issues, including but not limited to, MUBOG Rule No.GA-3, Discrimination, Harassment, Sexual Harassment, Sexual & Domestic Misconduct, Stalking, And Retaliation; MUBOG Rule No. SA-1, Student Rights and Responsibilities, or the Housing and Residence Life's policies and procedures, the applicable grade appeal process, the academic dishonesty process, or other specific situations.

- 1.4 This Administrative Procedure applies to reports submitted by students concerning University employees. It does not extend to reports made by employees regarding other employees or reports made by students about other students.

## 2 DEFINITIONS

The definitions set forth in this section apply only to these reporting procedures for Academic Issues for Students and are not to be applied to any other University procedure. To the extent, definitions in other University policies and procedures differ, the definitions set forth in these procedures control.

- 2.1 Business Day: Any weekday when university offices are open for official business.
- 2.2 Complainant: An individual or entity who formally raises a concern or complaint regarding a specific issue or situation, seeking resolution or redress from the university.
- 2.3 Designee: An individual appointed by a Marshall University official to act on their behalf. In these procedures, the title of a university official refers to the official and/or their designee.
- 2.4 Higher Learning Commission: An organization that accredits post-secondary institutions in the central United States. Accreditation by the Higher Learning Commission signifies that an institution meets established quality standards in areas such as institutional mission, ethics, teaching and learning quality, and continuous improvement.
- 2.5 Reporter: Any individual who makes or files a report about prohibited and/or concerning conduct regarding the university.
- 2.6 Reporting System: The set digital platform utilized by the university to facilitate the submission, tracking, and resolution of various concerns, complaints, incidents, or feedback from students, faculty, staff, or community members.
- 2.7 Resolution: Refers to the final determination or settlement of a specific matter, challenge, disagreement, or conflict.
- 2.8 University: This term, where used in this document, refers to Marshall University, including all branch campuses and affiliated units and centers. This includes the Marshall University School of Medicine.

## 3 PROCESS FOR SUBMITTING AN ACADEMIC AFFAIRS REPORT

- 3.1 The Complainant/Reporter shall submit a written report through the online Marshall University Reporting Form, found at <https://marshall-advocate.symplicity.com/public-report/>
- 3.2 The report will be reviewed under the Marshall University Reporting System Procedure by the Case Manager for the Office of Student Conduct to establish the appropriate jurisdiction for the report.
- 3.3 If based on the content of the report submitted the report is determined to fall under these reporting procedures for Academic Issues for Students, the report will be referred to the Director of Student Advocacy and Support through the Marshall University Reporting System.
- 3.4 The Director of Student Advocacy and Support will contact the Complainant/Reporter through the Marshall University Reporting System to confirm receipt of the report within five

(5) business days of the referral.

3.4.1 If the report is lacking information, the Director of Student Advocacy and Support will notify the Complainant/Reporter identified in the report through the Marshall University Reporting System that additional information is required before any action can continue.

3.4.2 If insufficient contact information is provided within the report and/or the report is filed by an anonymous party, the report may be subject to closure due to the inability to obtain sufficient additional material.

3.5 Once the report has been received and reviewed by the Director of Advocacy and Support, it will be referred to the appropriate university office or department within (5) five business days.

3.5.1 If the report is determined to involve student(s) and/or activities in an Undergraduate Program the report will be referred to the Associate Provost for Undergraduate Studies and the Dean of the appropriate college/unit.

3.5.2 If the report is determined to involve student(s) and/or activities in a Graduate Program the report will be referred to the Assistant Provost for Graduate Studies and the Dean of the appropriate college/unit.

3.6 The Director of Student Advocacy and Support will notify the Complainant/Reporter that the report has been referred and provide the name of the college/unit responsible for addressing their report. The Director of Student Advocacy and Support will also make a notation in the Marshall University Reporting System that the report has been referred.

3.7 Within fifteen (15) business days of receiving a report from the Director of Student Advocacy and Support, the Associate Provost for Undergraduate Studies/Assistant Provost for Graduate Studies and the Dean of the appropriate college/unit will notify the Director of Student Advocacy and Support through the Marshall University Reporting System of the report resolution. This notification shall include:

3.7.1 The manner in which the Complainant/Reporter was notified and/or communicated with

3.7.2 Description of action steps taken toward a resolution

3.7.3 Status of the case (resolved with a decision, ongoing, or referred)

3.7.4 If not resolved, a description of the continued actions needed

3.8 If after further inquiry by the Associate Provost for Undergraduate Studies/Assistant Provost for Graduate Studies or the Dean of the appropriate college/unit, it is determined that the report requires participation from a supplementary University office or department the matter will be referred.

3.8.1 If the report is determined to require referral to another university office or department, all subsequent actions required by the respective office or department will be made under the university's policies and procedures associated with that specific office or department.

3.8.2 The referring college/unit will notify the Director of Student Advocacy and Support of this referral. The Director of Student Advocacy and Support will make a notation of the referral within the Marshall University Reporting System.

3.9 Once confirmation of a resolution from the Associate Provost for Undergraduate Studies/Assistant Provost for Graduate Studies or the Dean of the appropriate college/unit is received, the Director of Student Advocacy and Support will make a notation in the Marshall University Reporting System of the actions taken and provide a summary of the resolution. The report will be marked as closed within the Marshall University Reporting System.

3.9.1 If a resolution or decision is not dictated within the Marshall University Reporting System within thirty (30) business days of the responsible office or department receiving the report, the Office of Student Conduct will contact the Director of Student Advocacy and Support, and the responsible office or department through the Advocate Reporting System for further updates and additional information.

3.10 The student may submit a complaint to the Higher Learning Commission at any time throughout this process at <https://www.hlcommission.org/Student-Resource/complaints.html>

A record of the complaint and resolution will be maintained by the Office of Student Conduct in the Division of Intercultural and Student Affairs for seven (7) years after the resolution.