

# ADMINISTRATIVE PROCEDURE

## STUDENT-07

### General University Reporting Procedure

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| Number:   | Name:<br>General University Reporting Procedure |
| Purpose:<br>This administrative procedure sets forth the process by which General University Reports will be addressed by the University. |   |
| Responsible Unit:<br>Division of Intercultural & Student Affairs  |   |
| Approved by:<br><i>Marcie Leming</i>  | Approval Date:<br><i>9/9/24</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 University Reports" from students, faculty, staff, and community members concerning the University, such reports can by way of example include, but are not limited to the following:

- 1.2.1 Facility and infrastructure concern: These reports relate to the condition, accessibility, maintenance, or availability of university facilities and infrastructure, including classrooms, laboratories, libraries, dormitories, and parking areas.
- 1.2.2 Dining-related concern: These reports relate to an expression of dissatisfaction or concern raised regarding various aspects of the university's dining facilities. This may include issues related to food quality, variety, dietary accommodations, hygiene standards, service efficiency, accessibility, or any other concerns that impact the overall dining experience.
- 1.2.3 Health and safety: These reports pertain to health and safety matters on campus, including concerns about emergency preparedness, security protocols, cleanliness standards, or adherence to health guidelines.
- 1.2.4 Student life and services: These reports relate to non-academic facets of university life, encompassing student organizations, extracurricular activities, health and counseling services, housing accommodations, transportation services, or cultural and social events.
- 1.2.5 Accessibility and accommodations: These reports address concerns related to accessibility for individuals with disabilities, including accommodations for students, faculty, staff, or visitors in terms of facilities, resources, events, and academic activities.

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, the applicable grade appeal process or other specific situations. Students may contact the Director of Student Advocacy and Accountability for further assistance.

## 2 DEFINITIONS

The definitions set forth in this section apply only to these General University Reporting Procedures 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: The person designated by the designated Marshall University official in these Procedures to act on their behalf.
- 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.

## 3 PROCESS FOR SUBMITTING A GENERAL UNIVERSITY 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/index.php/pid987327](https://marshall-advocate.symplicity.com/public_report/index.php/pid987327).
- 3.2 The report will be reviewed under the Marshall University Reporting System Procedure by the Case Manager for the Office of Student Conduct and/or their designee to establish the proper jurisdiction for the report.
- 3.3 If based on the content of the report submitted the report is determined to fall under these General University Complaint Procedures the report will be referred to the Director of Student Advocacy and Accountability through the Marshall University Reporting System.
- 3.4 The Director of Student Advocacy and Accountability 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 of the report to the Director of Student Advocacy and

Accountability.

- 3.4.1 If the report is lacking information, the Director of Student Advocacy and Accountability will notify the Complainant/Reporter identified in the report through the Marshall University Reporting System that additional information is required before the reporting process can proceed.
  - 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 and/or their designee within (5) five business days.
- 3.6 The Director of Student Advocacy and Accountability will notify the Complainant/Reporter that the report has been referred and provide the name of the office or department and/or their designee responsible for addressing the report. The Director of Student Advocacy and Accountability 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 Accountability, the responsible office or department and/or their designee will notify the Director of Student Advocacy and Accountability through the Marshall 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 with resolution
  - 3.7.3 Status of case (closed with a decision, ongoing)
  - 3.7.4 If not resolved, a description of the continued actions needed
- 3.8 Once confirmation of a resolution from the responsible office or department and/or their designee is received, the Director of Student Advocacy and Accountability will make a notation in the Marshall University Reporting System of the actions taken by the responsible office or department and/or their designee and provide a summary of the resolution. The report will be marked as closed within the Marshall University Reporting System.
- 3.8.1 If a resolution is not dictated within the Marshall University Reporting System within thirty (30) business days of the responsible office or department and/or their designee receiving the report from the Director of Student Advocacy and Accountability, the Case Manager for the Office of Student Conduct will contact the Director of Student Advocacy and Accountability, and the responsible office or department and/or their designee through the Marshall University Reporting System for further updates and additional information for resolution.
- 3.9 The Complainant/Reporter can submit a report to the Higher Learning Commission at any time throughout this process at <https://www.hlcommission.org/Student-Resource/complaints.html>

A record of the report 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.

