

## **FS0708ref-1 Processing of Student Complaints**

1/9/08 to Academic Freedom and Standards

The Committees is asked to review the campus policies and procedures relative to complaints made regarding faculty activities. For example, complaints or concerns may be filed through the web, but it is not clear how or by whom these will be handled. The situation regarding Intellectual Pluralism is just one aspect. Some aspects that need to be understood/developed/clarified include: where do the complaint forms go? What procedures are in place to handle complaints/concerns? To what level are the complaints referred?

### **From Student affairs Committee (SAC, 6/19/08)**

SAC is satisfied that the process is straightforward and quite visible to students. Although this doesn't guarantee that every student will be aware of the correct procedures to follow, or that if they are aware they will follow the procedures, SAC is convinced that specific changes are unnecessary at this point.

### **Status of Referral: Closed (6/19/08)**

As requested, the AFS committee has reviewed the student complaint systems we were able to find: one addresses communication skills of faculty, the other harassment procedures. The two officials charged with administering these systems are Harvest Collier and Barb Prewett. In both instances, the committee chair spoke with the official and the officials indicated that they were particularly sensitive to faculty rights and seemed to demonstrate a healthy awareness of potential problems, which they both profess to have avoided with great care.

In the absence of any actual violations, and with the assurances of both officials to the contrary in mind, the committee's review expresses satisfaction with the status quo and asks that this referral be closed.

Lance Haynes, Chair  
Academic Freedom and Standards Committee