

DEPARTMENT OF PSYCHOLOGY
PROCEDURE FOR THE RESOLUTION OF ACADEMIC-RELATED STUDENT CONCERNS
[Approved April 26, 2017]

The purpose of the following procedure is to provide an equitable system for resolving academic-related concerns between students and faculty/instructors of the Department of Psychology. Questions regarding these procedures should be directed to the Chair of the Department, 248-370-2300.

Non-academic concerns (e.g., alleged discriminatory, unfair, or intimidating treatment of students, including sexual or racial/ethnic harassment or failure to adequately accommodate students with disabilities or students registered with the Disability Support Services office) should be brought by the student directly to the Chair of the Department*. The Chair will alert the CAS Dean's Office and the Office of Inclusion (<https://www.oakland.edu/inclusion/>), after which the concern is no longer a departmental matter. The Dean of Students (<https://www.oakland.edu/deanofstudents/>) may be alerted in some cases (e.g., violation of student privacy rights-FERPA).

Applicability

The procedures in the following sections are available to all Oakland University students and shall apply to all academic-related aspects of the degree granting process. This includes student allegations that the faculty person has improperly graded or evaluated the student's work (e.g., exams, papers, course grades).

General Procedures

Informal Resolution Process

The student has an obligation to attempt to resolve the issue informally with the faculty member or instructor immediately involved with the issue. Each faculty member or instructor has an obligation to attempt to resolve concerns fairly and informally through discussion with the student. The informal resolution process begins with the student requesting a meeting with the faculty member or instructor by email. Following this meeting, the faculty member or instructor will send an email to the student summarizing the discussion and the outcome of the meeting. If a suitable resolution is not reached, then the student may consult with the Chair of the Department*, the Director of Undergraduate Studies, or the Director of Graduate Training depending upon the status of the departmental member (see table below). If there is a conflict of interest regarding the appropriate contact person, then the Chair of the Department will designate a suitable replacement. The status of departmental members can be found at <https://www.oakland.edu/psychology/faculty-and-staff/>. Please consult the table below:

| Departmental Member | Contact Person |
|------------------------------|-----------------------------------|
| Full-Time Faculty | Chair of the Department |
| Adjunct Faculty | Director of Undergraduate Studies |
| Graduate Student Instructors | Director of Graduate Training |

The contact person will: 1) hear the student's concern; 2) hear the response to the concern by the faculty member or graduate student instructor; and 3) attempt to mediate a resolution of the situation. If the appropriate contact person cannot resolve the issue with adjunct faculty or graduate student instructors, then the formal resolution process should begin.

*If the concern involves the Chair, then the Executive Committee of the Department shall serve in place of the Chair.

Formal Resolution Process

1. The student shall submit a written statement (in person or by email) to the Chair or other designated person. The statement should indicate the nature and basis of the concern, the semester in which the concern occurred, the name of the faculty member involved, dates and details of when the student contacted the professor to try and resolve the issue, and the specifics of the concern. Although discretion will be exercised, no guarantee of anonymity can be given, because an investigation may involve discussions with other parties (i.e., other faculty members). This step must be initiated no later than 30 days after the end of the semester in which the relevant event occurred.
2. Within 10 days of the receipt of the statement, the Chair or other designated person will meet with the student.
3. If, after having studied the documents and listened to the parties, the Chair or other designated person believes the concern to be without substance, they shall so advise the student in writing and the matter will end as far as the department is concerned.
4. If the Chair or other designated person believes the concern has substance, they shall request that the Department of Psychology Executive Committee examine the concern and recommend an appropriate resolution. The Executive Committee shall submit a written report of its decision to the student, the Chair (and other designated person, if applicable), and the faculty member against whom the concern was raised. This report must be filed within 30 days of the charge of the Executive Committee, unless the time period is extended by mutual consent of the parties in conflict. The report of this committee shall end the matter as far as the department is concerned.
5. If the matter involves a grading concern, and the Executive Committee finds the student concern has substance and a change of grade is in order, then the Chair or other designated person will request that the faculty member submit the appropriate grade change to the College of Arts and Sciences Dean's Office. A grade change is appropriate only when there is evidence of egregious oversight or inconsistency with stated course guidelines. The Executive Committee reserves the right to recommend a grade change in either direction based upon their findings.