

Example Entries from University Department Complaint Logs, 2017-2018

Date Complaint Filed	Student Name	Student SamID	Formal Complaint Source (Letter, Email, Form, etc.)	Brief description of Complaint	Department Receiving Complaint	Policy Alleged to be Violated/Policy Governing Complaint	Brief Description of Resolution and Process Followed
5/30/2017	REDACTED	REDACTED	Letter	Student disagreed with the assessment of the student's [REDACTED] Portfolio review, which was found not to meet the minimum required standards.	REDACTED	Policy governing complaint was APS 900823.	Per policy, the grievance was reviewed by the chair (6/17), the Standing College Academic Review Panel (8/17), and the dean (8/17). The initial assessment was supported at every level of review.
6/29/2017	REDACTED	REDACTED	Grievance form sent to the Dean of Students office	Student does not want to take class with assigned instructor who breached contract	REDACTED	APS 900823	Student appealed to the Dean of Students office on 6-29-17. The Grievance form was forwarded to the College of Education Deans office on 6-29-17. Dean met with student and chair on 7-12-17 to discuss steps moving forward. Student stated that he was satisfied with the resolution.
7/28/2017	REDACTED	REDACTED	Email	Admission Decision Appeal	REDACTED	APS 840502	The student submitted an appeal to have admission file reviewed. The student then met with our Director of Admissions and Associate Director of Recruitment and was granted admission into SHSU.
8/3/2017	REDACTED	REDACTED	Grievance form sent to the Dean of Students office	Violation of due process rights	REDACTED	APS 810213	Grievance form was forwarded to the College of Education Deans office on 8-14-17. 8-18-17 Dean committed to ensuring the student's due process rights are met in the appeal process via email. Dean also advised student to initiate appeal at program level. 9-20-17 Director and committee met with student to
8/7/2017	REDACTED	REDACTED	Email to COE Dean	Grade appeal	REDACTED	APS 900823	8-7-17, Student emailed Dean requesting to continue his grade appeal at the college level. 11-15-17, the Academic Appeals Panel convened. The panel decided to uphold the assigned grade of 'D'. 11-28-17, the Dean contacted the student via email to notify him of the panel's decision.
12/4/2017	REDACTED	REDACTED	Email	Grievance w/instructor RE: Behavior & Grading	REDACTED	APS 900823	Student received notification from instructor that she was found to be cheating, and would subsequently receive an F. Student sent an email to the CJC Chair for notification of her displeasure with this grade, as well as a complaint against the instructor for their "unprofessional" behavior. After the CJC Chair reviewed the emails from the student and met with the instructor, the decision of the instructor to assign a grade of F was upheld. This was communicated in a formal letter from the CJC Chair to the student, including their ability to appeal the decision.
1/10/2018	REDACTED	REDACTED	Email	Grievance w/ Instructor RE: Grading	REDACTED	APS 900823	Student emailed the CJC Chair with a complaint, including several items of reference, attempting to justify what he believed was unjust grading practices by the instructor. The Dept. Chair reached out to the instructor for their explanation of the situation. After reviewing all of the documentation submitting by both parties, the CJC Chair determined that he would not recommend re-consideration of grades/ assignments. The CJC Chair notified the student of the ability to appeal.
4/28/2018	REDACTED	REDACTED	Email to Dean	Termination appeal	REDACTED	APS 910312	4/28/2018 student emailed Dean requesting reinstatement into [REDACTED] Master's Program. Timeline for this appeal had expired months before the email was received. Thus, the student was ineligible to be considered for reinstatement. Dean and student have discussed this decision. Student has discussed future options with the department.
5/1/2018	REDACTED	REDACTED	Initial email to instructor - followed APS 900823	Grade appeal - student earned "F" in course	REDACTED	APS 900823	AP 900823 followed and disseminated to the student: instructor denied appeal; chair denied appeal; student did not pursue further action at the college level.

Example Entries from University Department Complaint Logs, 2017-2018

Date Complaint Filed	Student Name	Student SamID	Formal Complaint Source (Letter, Email, Form, etc.)	Brief description of Complaint	Department Receiving Complaint	Policy Alleged to be Violated/Policy Governing Complaint	Brief Description of Resolution and Process Followed
5/2/2018	REDACTED	REDACTED	Grievance form sent to the Dean of Students office	Grade Appeal	REDACTED	APS 900823	Student appealed to the Dean of Students office on 5-2-18. The Grievance form was forwarded to the College of Education Deans office on 5-22-18. 5-18-18 Student emailed Dean for assistance with appeal. 6-20-18 Academic Appeals Committee met with the student and faculty member involved and recommended that the student's grade of 'F' be upheld. 7-9-18 the Dean notified the student, via email, of the decision to uphold the grade.
5/3/2018	REDACTED	REDACTED	Email to Dean's office	Student alleges that the final paper for the course was graded unfairly, resulting in a failing grade for the course.	REDACTED	Academic Grievance Procedures for Students, APS 900823	Per APS 900823, the student initially filed an academic grievance with the instructor, but the instructor declined to change the grade of the final paper, stating that the student did not follow the instructions for the assignment. The student then appealed to the department chair, who upheld the decision of the instructor. This was followed by the student's appeal to the COSET Academic Review Panel, who also upheld the instructor's decision. Finally, the student appealed to the COSET Dean who agreed with the decisions of the instructor, department chair, and Academic Review Panel.
5/7/2018	REDACTED	REDACTED	Email to Dean's office	Student alleges unprofessional and unethical conduct by the course instructor, as well as unfair grading practices.	REDACTED	Academic Grievance Procedures for Students, APS 900823	After reviewing the complaint submitted by the student, it was determined that only the unfair grading practices fall under APS 900823. The other components of the complaint do not and are considered a personnel issue (according to legal). The student was advised of this and made aware that they could pursue the grievance of unfair grading practices only. However, the instructor is [REDACTED INFORMATION]. The department chair did not feel he could make a decision regarding the complaint without [REDACTED INFORMATION]. The student was informed that they could request a hearing of the COSET Academic Review Panel right away or upon [REDACTED INFORMATION]. No communication has been received from the student about what they wish to do.
5/7/2018	REDACTED	REDACTED	Letter sent to the College of Education Dean's Office	Issues with professionalism of [REDACTED] faculty and seeking opportunity to retake pretest.	REDACTED	APS 900823	5-7-18 College of Education's Dean's Office received letter from student describing grievance. 5-10-18 student emailed Dean regarding grievance. 5-23-18, student forwarded the grievance to Assoc Dean for Research and Graduate Programs (ADRGp). 6-1-18 ADRGP contacted student via email to devise a plan to allow the student to retake the pretest.
5/14/2018	REDACTED	REDACTED	Email	Appeal after Dismissal from L&M Grad Program	REDACTED	APS 910312	Student sent email to CJC Chair after being dismissed from the Leadership & Management Graduate Program due to poor academic performance. CJC Chair reviewed information from student as well as the response from the L&M Program Director. Based on the findings, the CJC Chair upheld the decision to dismiss the student from the program, based on policies already in place. Student received notification from CJC Chair of decision, as well as the opportunity to appeal the decision.
5/14/2018	REDACTED	REDACTED	Email to Dean	Termination appeal	REDACTED	APS 810213; APS 910312	5-14-18 student emailed appeal to Dean regarding termination due to academic dishonesty after the Department Chair notified the student of termination on 5-9-18. 7-11-18 After reviewing the provided materials, the Dean upheld the department chair's decision to terminate the student from the program.

Example Entries from University Department Complaint Logs, 2017-2018

Date Complaint Filed	Student Name	Student SamID	Formal Complaint Source (Letter, Email, Form, etc.)	Brief description of Complaint	Department Receiving Complaint	Policy Alleged to be Violated/Policy Governing Complaint	Brief Description of Resolution and Process Followed
5/16/2018	REDACTED	REDACTED	Email to Department Chair	Grade appeal	REDACTED	APS 900823	5-16-18 Student appealed to Dept. chair to reevaluate the earned grade of 'F'. 5-17-18, Chair denied appeal and referred student to dean. 5-22-18 student emailed Dean regarding appeal. 6-1-18 Student sent subsequent email to Dean. 6-6-18 Dean notified student that her(student) appeal packet had been sent to the Academic Appeals Committee. 6-18-18 the Academic Appeals Panel convened to consider the grade appeal. The panel recommended that the grade of 'F' be overturned and that the student receive a grade for her final exam with a 50% reduction as stated in the professor's late policy which still resulted in the grade of F. 7-11-18 Dean emailed student notifying her that the grade of 'F' is being upheld and the appeal is denied.
6/1/2018	REDACTED	REDACTED	Initial email to instructor - followed APS 900823	Grade appeal - student earned "F" in course	REDACTED	APS 900824	AP 900823 followed and disseminated to the student: instructor denied appeal; chair denied appeal; student did not pursue further action at the college level.
6/7/2018	REDACTED	REDACTED	Email to Dean on 6/7/2018	Grade appeal - student earned Fail in pass or fail class	REDACTED	APS 900823	Appeal in progress
6/19/2018	REDACTED	REDACTED	Initial email to COHS committee followed AP S900823	Grade appeal - student earned "B" in course	REDACTED	APS 900823	AP 900823 followed and turned over to the COHS appeals committee and they voted to overturn grade with evidence that the assignments were turned in via blackboard. Grade change to A due to technical errors.
6/22/2018	REDACTED	REDACTED	Email	Alleges unprofessional behavior of a faculty member	REDACTED	General Student Complaint	Written apology to the student from the Department Chair on XXXX. Note: The unprofessional behavior was not isolated and is part of an ongoing issue that is being addressed with the assistance of Human Resources.