

Problem Resolution Chain of Communication

In the event that issues arise, students should address through the following chain of communication:

- Academic issues such as academic dishonesty witnessed, or students being disruptive in classes, etc.:
Student → Course Director/Instructor → Program Director/Department Chair → College Dean → Dean of Student Development → Vice Provost, → Provost
- Issues with an exam, exam questions, exam scheduling, etc.:
Student → Course Director/Instructor → Program Director/Department Chair → College Dean → Vice Provost → Provost
- Grade disputes:
Student → Course Director/Instructor → Grade Appeals Form → Program Director/Department Chair → College Dean → Vice Provost → Provost
- Issue with a faculty member:
Student → Course Director/Instructor if possible, otherwise Program Director/Department Chair → College Dean → Vice Provost → Dean of Student Development (first point of contact for Title IX complaints) → Provost
- Issues with academic labs:
Student → Lab Director/Instructor → Course Director/Instructor → Program Director/Department Chair → College Dean → Vice Provost → Provost

In the event a student cannot resolve an issue through the Chain of Communication. Students should follow the student complaint procedures outlined in the following section.

Student Complaint Policy

It is the policy of Parker University to provide appropriate services to our students and treat each student fairly and respectfully in the application of University policies and procedures.

COMPLAINT PROCEDURES

It is the desire of the University to provide an education and services of high quality to its students, and to treat them fairly and respectfully in the application of policies and procedures. Should a student have a perceived violation of a policy or procedure, they are encouraged to resolve their concern through the University's Student Complaint process. This process involves an informal resolution process and a formal resolution process.

INFORMAL RESOLUTION PROCEDURE

When a student has a complaint, resolution should be sought through informal communication with the appropriate individual or direct supervisor. The student should arrange a meeting with the person involved with the complaint and/or with the direct supervisor of the person involved. The parties involved should meet and determine if the complaint can be resolved through mutual consent. Such disposition will be final, and there will be no subsequent proceedings or appeals. If there is no mutual consent, the students should begin the formal resolution process.

FORMAL COMPLAINT PROCEDURES

A student that wishes to file a formal complaint must complete the Title IX/ Discrimination/Harassment/ Code of Conduct Complaint Form which is available in paper and

electronic anonymous form in the Department of Student Affairs, MyParker and university weblink. The Complaint Form consists of the following elements:

1. **Complaint** – separately list your complaint(s), with the relevant date(s), and identify the person(s) about whom you are complaining
2. **Evidence** – identify and attach copies of all letters, notes, memos, diaries, calendars, reports, or other documents or items that support your complaint(s)
3. **Witnesses** – identify all individuals who know about the incident(s)
4. **Describe Attempt to Solve as Informal Complaint** – identify steps taken in an attempt to resolve issue with the appropriate individual of direct supervisor
5. **Desired Outcome** – state what actions you feel are appropriate to address the concerns you identified

Once complete, the student must submit the form to the Department of Student Affairs. The Dean of Development will conduct an interview with the student to review the complaint and permit the student to provide additional relevant communication. The Dean of Student Development will conduct an investigation to determine if the complaint has merit and/or can now be resolved administratively by mutual consent. If the complaint has merit, a written recommendation will be made to all the involved parties within an appropriate time of the completion of the investigation.

If either the student or other involved party does not feel that the recommendation is appropriate, they may appeal in writing to the Vice Provost and/or university Provost within five (5) business days of receiving the recommendation.

The Vice Provost will conduct an investigation and have a final decision within an appropriate time from completing their investigation. Should the original complaint involve the Vice Provost, the university Provost will render a final decision.

If the complaint involves the Dean of Student Development or a member of the Department of Student Affairs, the form may be submitted to the Vice Provost/ university Provost.

UNRESOLVED COMPLAINT(S)

If an issue cannot be resolved internally after all avenues for resolution are exhausted, students may file a complaint with the Texas Higher Education Coordinating Board at the following website:

<http://www.thecb.state.tx.us/studentcomplaints>.

The rules governing student complaints also are addressed in Title 19 of the Texas Administrative Code, Section 1.110-1.120 at the following website:

[http://texreg.sos.state.tx.us/public/readtac\\$ext.ViewTAC?tac_view=5&ti=19&pt=1&ch=1&sch=E&rl=Y](http://texreg.sos.state.tx.us/public/readtac$ext.ViewTAC?tac_view=5&ti=19&pt=1&ch=1&sch=E&rl=Y)

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Resolution of Non-Academic Problems

To ensure the proper resolution of non-academic problems, the following channel of communication should be followed:

If a student has a problem with another student, he/she should discuss it with the student involved. If the problem is not resolved, submit a written statement of the problem to the Dean of Student Development. The Dean will meet with the parties involved and attempt to resolve the issue. If the issue is not resolved and there has been a violation of University policy, the matter will be referred to the Academic and Professional Standards Committee. If the issue is not resolved and it does not involve a violation of University policy or procedures, the student may request a Grievance Committee Hearing.

If a student has problem with a staff member or faculty member, he/she should discuss it with that individual. If the problem is not resolved, the student should follow the Student Complaint Policy.