

**PART IX STUDENT AFFAIRS**  
**Chapter 09.03 - Student Dispute Resolution**

**P09.03.010. General Statement: Student Dispute Resolution.**

The university will provide fair and expeditious procedures for students to contest actions or decisions that adversely affect them. These procedures will be published in student catalogs or handbooks. Students may direct a complaint to the MAU senior student services officer, the chief academic officer, the chief administrative services officer, or designee. This official will initiate action to resolve the complaint or will inform the student of the appropriate procedure, if any, for review of the action or decision in dispute. Actions or decisions of the board or the substance of R Policy, University Regulation, and MAU rules and procedures are not subject to review pursuant to the provisions of this policy.

(11-20-98)

**P09.03.020. Informal Dispute Resolution Procedures.**

Unless specified to the contrary, the first step for a student to challenge a university action or decision will be to seek an informal resolution with the person responsible for the decision or

(11-20-98)

**P09.03.022. Formal Review Procedures.**

If the matter is not resolved inf



- C. The person in charge of the review procedure may release information if appropriate permission from the parties is provided or if other applicable legal requirements are met. (11-20-98)

**P09.03.040. Access to Formal Review Proceedings.**

- A. Student dispute resolution proceedings will normally be closed. Requests for an open proceeding must be made by a party prior to the start of the proceeding. Such requests will be granted to the extent allowed by law unless the person in charge of the proceeding determines that all or part of a proceeding should be closed based upon considerations of fairness, justice, and other relevant factors. A party may choose an advocate to be present at all times during the proceedings.
- B. The person in charge of the proceeding may direct that witnesses, but not the parties or their advocate, be excluded from the proceedings except during their testimony. The deliberations of the hearing panel or administrator will be closed to the public and the parties.

(06-01-17)

**UNIVERSITY REGULATION**  
**PART IX STUDENT AFFAIRS**  
**Chapter 09.03 - Student Dispute Resolution**

**R09.03.023. Review of Student Employment Decisions or Actions**

Issues related to student employment will be reviewed in accordance with the grievance procedure specified in Regents' Policy and University Regulation on human resources, except if specifically modified by Regents' Policy and University Regulation on employment of students.

(06-21-99)

**R09.03.024. Review of Academic Decisions or Actions**

Examples of academic actions or decisions subject to this regulation include, but are not limited to: assignment of final course grades, denial of admission to an academic program, and academic dismissal. Grades assigned prior to the final grade received in a course are not subject to review under this section.

**A. Definitions Applicable to Academic Disputes**

**1. Academic Decision Review Committee**

An academic decision review committee is an ad hoc committee composed of faculty and a non-voting student representative, appointed by the dean/director, and a nonvoting hearing officer, appointed according to MAU rules and procedures, to formally review a contested final grade assignment or other academic decision.

**2. Academic Leader**

The term "academic leader" is used to denote the administrative head of the academic unit offering the course or program from which the academic decision or action arose.



granted, in writing, by the dean/director of the academic unit offering the course or other officials that may be identified in MAU rules and procedures.

MAU rules and procedures will also outline alternative officials for those instances where the academic leader or the dean/director is the person who made the academic decision under review.

1. Informal Procedures

- a. Where possible, students will be expected to first request an informal resolution of the final grade assignment with the course instructor or academic leader. The process must be initiated by the 15<sup>th</sup> class day of the next regular semester of the MAU offering the course. The instructor or academic leader must respond to the request within 5 class days of receipt.
- b. If a student receives a final grade, the instructor must promptly initiate the process in accordance with MAU rules and procedures. If concerns remain unresolved, the student may, in accordance with MAU rules and procedures, notify the academic leader of the academic unit responsible for the course. Within 5 class days of such notification, the academic leader must either effect resolution of the issue with the instructor or inform the student of the process for formally appealing the final grade assignment.
- c. If the course instructor is no longer an employee of the university or is otherwise unavailable, the student must notify the academic leader by

student and the course instructor must be notified of the time and place the request will be considered and of the process to be followed.

- (1) If on initial review the academic decision review committee determines that the facts as presented would not constitute arbitrary or capricious grading or a grading error, the academic decision review committee will dismiss the case without a formal hearing. This decision will constitute the final decision of the university. The committee's decision will be provided in writing to the student, the course instructor, and the dean/director of the academic unit offering the course.
  - (2) If the academic decision review committee determines that the facts as presented might constitute arbitrary or capricious grading or a grading error, the academic decision review committee will, in accordance with MAU rules and procedures, proceed to a formal hearing. The committee will consider information provided by the student, the instructor if available, and others as it sees fit.
- c. The academic decision review committee proceedings will result in the preparation of written findings and conclusions. Conclusions will result in one of the following:
- (1) The request for a grade change is denied.
  - (2) The request for a grade change is upheld; the review committee requests the course instructor to change the grade; and the course instructor changes the grade in accordance with MAU rules and procedures.
  - (3) The request for a grade change is upheld; the course instructor is either unavailable to change the grade or refuses to, and the review committee directs the dean/director to initiate the process specified by MAU rules and procedures to change the grade to that specified by the review committee.
- d. The decision of the academic decision review committee constitutes the final decision of the university, and will be provided in writing to the student, the course instructor, and the dean/director. The hearing officer will be responsible for the preparation of a record of the hearing, in accordance with MAU rules and procedures.
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**R09.03.029. Eligibility for Services Pending Final Decision in the Review Process**

During the review of an action or decision by the university, the action or decision being contested will remain in effect until the dispute is resolved. Should an academic action or

student will be informed of the steps to be taken that may maintain or reinstate the affected service. The student will be responsible for initiating any necessary actions or procedures.

(06-21-99)