



BOSTON COLLEGE

Connell School of Nursing

STUDENT RIGHTS AND GRIEVANCES

In some cases, a student's grievance may be more appropriately addressed by another University grievance procedure. Students should pursue the matter through that procedure. For example, if the student believes that they have experienced discriminatory harassment, the student should follow the discriminatory harassment policies described in the University Policy against Discriminatory Harassment in the Boston College Policies and Procedure Manual.

ACADEMIC EVALUATION DISPUTES/GRIEVANCES

Instructors are expected to provide a syllabus specifying due dates for assignments and examinations and the weight given to each course component in determining the final grade. The instructor has the right to determine which course components will be graded and the weight that will be given to each. Students who believe that they have been graded unfairly should first meet with the instructor, bring a copy of the paper, exam, or other evaluation in question, and request an explanation for the grade.

Students should communicate with the faculty member involved as soon as possible, but no later than the close of the semester immediately following the semester in which the action giving rise to the complaint occurred. The faculty member should communicate within two weeks of the student's request to discuss the dispute.

If such a discussion results in a mutually acceptable resolution, the matter will be considered closed. It is recommended that the resolution be documented in a signed written statement that is retained by both parties. This written statement should be completed no later than two weeks after the mutually acceptable resolution has been reached. If the instructor and student are unable to resolve their differences the student may pursue a grievance via the ASRC process. The student may notify the Associate Dean for Student Services to initiate the process.

If a mutually acceptable remedy cannot be achieved, the faculty member involved will notify the ASRC Chair in writing of the dispute and pertinent information within one (1) week. Within one (1) week of receiving this communication, the ASRC Chair will outreach to the student to request a written statement regarding their grievance. The student will have one (1) week following outreach from the ASRC Chair to submit a written statement explaining their grievance. The ASRC will review materials submitted by all parties and render a written decision within two (2) weeks.

APPEAL OF ACADEMIC STANDARDS REVIEW COMMITTEE DECISION

The student has the right to request an appeal in cases where they can identify that there has been a procedural violation or a demonstrable mistake of fact. A written petition of appeal must be submitted by the student to the Associate Dean for Student Services within thirty (30) days of written notification of the ASRC decision. The petition should succinctly state all facts relevant to procedural violations or factual errors and clearly specify the nature of the complaint and the

remedy requested. The Associate Dean for Student Services will notify the appropriate CSON Department Chair.

The CSON Department Chair will appoint an Ad Hoc Appeals Committee to review the decision. The Ad Hoc Committee shall be composed of three faculty members (not members of the ASRC). The Department Chair will provide oversight but will not be a voting member. In the event that the student's Department Chair, advisor, preceptor, Dean or Associate Dean is a party to the grievance that person should recuse themselves from considering the matter, and the appropriate administrator will identify a replacement to serve in that role. The final decision regarding the Ad Hoc Committee membership rests with the Department Chair.

The Department Chair and Ad Hoc Committee will receive from the ASRC Chair all materials that the ASRC reviewed to make its decision. The Ad Hoc Committee members may request additional materials that they deem necessary to conduct an independent review of the process and circumstances. The Ad Hoc Committee will conduct an independent review of the appeal, which will include meeting with the student to discuss the grievance, the faculty, and other individuals involved. In presenting to the Ad Hoc Committee, the student shall introduce material of a substantiating nature and may request additional information from specific sources or individuals having knowledge relevant to the issue under appeal.

Within thirty (30) days of receiving the formal appeal, the Ad Hoc Committee will provide a written statement of the committee's resolution of the matter to the Associate Dean for Student Services and the Associate Dean of Academic Affairs and Faculty Development. The Associate Dean for Student Services will share the Ad Hoc Committee's written decision with the student. The Associate Dean of Academic Affairs and Faculty Development will share the written decision with the faculty against whom the grievance was brought.

Confidentiality of the student(s) and faculty members(s) involved should be maintained at all times.

If the student is dissatisfied with the decision of the Ad Hoc Committee, the student may submit a written appeal to the Dean. The appeal must be submitted as soon as possible but no later than thirty (30) days after the student has received the written decision of the Ad Hoc Committee.

A formal appeal to the Dean consists of a written explanation of the appeal, which should include the reasons the student believes that there was a procedural violation or a demonstrable mistake of fact (e.g. the faculty member's or preceptor's evaluation was arbitrary, unethical, or based on extrinsic error) and the reasons why previous decisions were not satisfactory. Copies of the decisions made by the ASRC and the Ad Hoc Committee will be forwarded to the Dean for their consideration in this review of the student's appeal. Within thirty (30) days of receipt of the student's appeal, the Dean will render a decision. The decision of the Dean is final, and will be communicated to the student in writing, with copies to the person(s) against whom the grievance was brought, and the CSON Department Chair and Associate Deans.