Communication Sciences & Disorders
Grievance Procedures

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All CSD Programs

Student-Faculty Committee

The CSD Student-Faculty Committee is an ad hoc committee comprised of one graduate student member, two undergraduate student members, and two faculty members. Student members are selected by their peers through an online nomination and subsequent voting process. Faculty members are selected by the faculty at-large. Each academic year, an email will be sent to students letting you know who the members are. Students with concerns are urged to contact one of the student representatives who will bring the matter to the committee. The students and faculty on the committee meet at a minimum once a semester and more if needed to discuss any concerns that students have about the program in a diplomatic and sensitive fashion.
CPH Policy on Grade Appeals

Grade appeals are a student-initiated process. The responsibility to keep the appeal process moving forward is the student’s responsibility. Only a final course grade may be appealed and the appeal of a final grade must be of a substantive nature. Concerns regarding individual assignments such as examinations, term projects/papers, lab grades, etc., are to be handled between the course instructor (or course coordinator) and the student.

Introduction

To initiate the grade appeal process, the student must create a written statement which must contain material to support the student’s contention of inappropriate grade assignment. This statement must identify the specific outcome the appellant wishes to effect, with evidence to support the desired outcome.

Following review of an appeal, any of the following actions may be recommended:
- the grade may be supported;
- the faculty member may review and/or re-calculate the grade in question; and/or
- the student's standing in the department may be reconsidered by the department.

Procedures

Grade appeals are a student-initiated process. The responsibility to keep the appeal process moving forward is primarily the student’s responsibility. It is understood that the time frame stated within these procedures must be adhered to and that in case of pending graduation this procedure would be made more expedient through mutual cooperation of all parties involved.

The following interpretations are used:

- "Working days" refers to the regular work week; it does not include weekends or any holidays recognized by Temple University.
- "Interested parties" refers to the faculty member assigning the grade and the student appealing the grade.

In the event that the interested faculty member in an appeal is administratively involved (a department chair or Dean) in any of the following steps, the next highest University authority shall designate an appropriate faculty member to carry out the responsibilities of that step.
**Step 1**

To appeal a final grade, the student must make an appointment and meet with the faculty member(s) assigning the grade within the first five class days of the next regular semester (fall or spring) unless arrangements can be made to initiate the meeting prior to that time. During this meeting, the student should state the evidence and reasons for student's perception of an unfair grade assignment. The instructor will review the matter, explain the grading procedure used and show how the grade in question was determined.

The faculty member is to tell the student of his/her decision, either in oral or written form, in three working days.

If a student fails to meet at the arranged time, without good cause, the appeal will be determined against the student. Failure of the faculty member to meet at the appointed time will automatically take the procedure to Step 2.

**Step 2**

If the grading dispute is not resolved, or the faculty member fails to comply with the responsibilities of Step 1, the student may appeal to the departmental chair. This appeal must be in writing and contain the information described in the Introduction. The appeal must be made within three working days of receipt of faculty member's decision or faculty member's failure to comply with Step 1.

A meeting with the Chair must then be arranged. The Chair may request that the faculty member assigning the grade be present. Failure of the student to appear at this meeting without good cause will terminate the appeal in favor of the existing grade.

The Chair will attempt to mediate a resolution to the dispute at this level, through either separate or joint meetings with the student and faculty involved. The Chair may or may not make a recommendation; however, it is not within the purview of the Chair to change a grade assigned by a faculty member. The process is to be completed within five working days of receipt of the Step 2 written appeal.

**Step 3**

If the dispute is not resolved in Step 2, the student may appeal in writing to the appropriate departmental appeals committee within 3 working days. If the department does not have such a committee, the appeal goes directly to Step 4.
Step 4

If the matter is still unresolved, the student may appeal in writing within three working days of the conclusion of the previous step to the dean, who will review the case. In most instances, the appeal procedure will not go beyond this level. Failure of the student to appear without good cause at such meeting will terminate the appeal in favor of the existing grade.

The Dean will attempt to mediate a resolution to the grading dispute. It is not within the purview of the Dean to change a grade assigned by a faculty member. The Dean may or may not make a recommendation at this level. If a recommendation is made, it is to be conveyed to all interested parties within two working days of the meeting between Dean and student. It may be in either written or oral form.

The Dean may refer the case to the CPH Student Appeals and Grievance Committee for a formal review of the case. Such a referral is considered as Step 5.

Step 5

The CPH Student Appeals and Grievance Committee will meet within five working days of the referral from the Dean. If greater flexibility in time is required, interested parties must be notified in advance by the Chair of the CPH Student Appeals and Grievance Committee.

The CPH Student Appeals and Grievance Committee may conduct a hearing as deemed necessary. In this event, the Academic Review Board will ordinarily meet separately with the student and with the instructor(s) in an attempt to resolve the differences. The CPH Student Appeals and Grievance Committee may tape the hearing with the consent of the parties involved. The student and the instructor should retain copies of any material which (s)he has submitted to the CPH Student Appeals and Grievance Committee. The student and faculty member may have assistance (excluding attorneys) present at the hearing. Each of the parties should be prepared to present clear, concise, complete information to the CPH Student Appeals and Grievance Committee and be prepared to answer questions from the CPH Student Appeals and Grievance Committee members.

Neither the student nor the faculty will be present during the deliberations of the Board. All deliberations of the CPH Student Appeals and Grievance Committee will be strictly confidential.

At the conclusion of the hearing, the CPH Student Appeals and Grievance Committee shall within five working days, send to the Dean a written report containing a summary of the issues, key deliberations, recommendations and vote count.
Step 6

The Dean shall review the recommendations and forward copies of the final decision to the student, instructor, Department Chair, the CPH Student Appeals and Grievance Committee. Final action in the case shall be taken by the Dean after full consideration of the CPH Student Appeals and Grievance Committee recommendation. The final determination shall be issued within five working days whenever possible. The Dean shall have the authority to take action as is deemed necessary in the case and shall inform the student, instructor and departmental chair of the action taken and the rationale.

Step 7

Any appeal beyond Step 6 must be to the Provost, must be in writing, and must be submitted to the Provost within five working days of notification of the Dean's action.
Sexual Harassment

Temple University, its officers, deans and faculties are responsible for maintaining a learning and teaching environment which is free from sexual harassment. Violations of this policy may result in various forms of disciplinary action, consistent with the rules, regulations, and procedures of the Faculty Senate and, where appropriate, with provisions of the TAUP (faculty union) Agreement. Sexual harassment constitutes grave misconduct that may be an adequate cause for dismissal. Student grievances should be first discussed with the student’s advisor. If a solution is not reached, grievance should be taken to the department chair, dean, and college grievance committee, in that order.

Academic Rights and Responsibilities

Temple University students who believe that instructors are introducing extraneous material into class discussions or that their grades are being affected by their opinions or views that are unrelated to a course’s subject matter can file a complaint under the University’s policy on academic rights and responsibilities. The full policy can be found at: http://policies.temple.edu/getdoc.asp?policy_no=03.70.02

The policy encourages students to first discuss their concerns with their instructor. If a student is uncomfortable doing so, or if discussions with the instructor do not resolve the student’s concerns, an informal complaint can be made to the Student Ombudsperson for the student’s school or college. Unresolved complaints may be referred to the dean for handling in accordance with the school or college’s established grievance procedure. Final appeals will be determined by the Provost.
CSD Undergraduate Program

College study is a demanding experience. Few students find the entire experience to be free of stress. Sometimes, however, difficulties arise that may seem out of the ordinary. The student may feel uncomfortable about some aspect of the program or possibly with one of the faculty members. In such cases, the student can consult with the academic advisor (Mr. Marc Johnson), the undergraduate program director (Dr. Rena Krakow), or with the Student-Faculty Committee undergraduate representative. We will make every attempt to find a constructive solution to your concern. Criticisms of the program are welcome. We are constantly studying and revising our program and your input is highly valued. Issues that remain unresolved should next be brought to the Chair of the Department. Grade appeals are handled separately as described above in the College of Public Health Policy on Grade Appeals.
CSD Graduate MA Program

Graduate study is a demanding experience. Sometimes, however, difficulties arise that may seem out of the ordinary. There are several avenues for students that may need to get additional advice/help with the variety of issues they may face at this time in their lives.

The student may feel uncomfortable about some aspects of the program or possibly with one of the faculty members. Our best advice is that such matters should be brought to the attention of the faculty member(s) who can be most helpful. In most cases, this will be the advisor, but it might be another faculty member with whom the student is comfortable. We will make every attempt to find a constructive solution to the difficulty.

Criticisms of the program are welcome. The members of the Department of CSD are constantly studying and revising our program and student input is highly valued. Issues that remain unresolved by the advisor or another faculty member can be brought to the attention of the Chairperson of the Department or the Student-Faculty Committee (see above). Grade appeals are handled separately as described above in the College of Public Health Policy on Grade Appeals.

Complaint Submission to the CAA

Students or former students may also register a complaint with the CAA. The procedures for doing so are described in the CAA Accreditation Manual and include the following information:

A complaint about any accredited program or program in candidacy status may be submitted by any individual(s).

Criteria for Complaints

Complaints about programs must meet all of the following criteria:

a) be against an accredited graduate education program or program in candidacy status in audiology or speech-language pathology;

b) relate to the Standards for Accreditation of Entry-Level Graduate Education Programs in Audiology and Speech-Language Pathology [PDF] in effect at the time that the conduct for the complaint occurred, including the relationship of the complaint to the accreditation standards;

c) be clearly described, including the specific nature of the charge and the data to support the charge;

d) be within the timelines specified below:

• if the complaint is being filed by a graduate or former student, or a former faculty or staff member, the complaint must be filed within one year of separation* from the program, even if the conduct occurred more than 4 years prior to the date of filing the complaint;

• if the complaint is being filed by a current student or faculty member, the
complaint must be filed as soon as possible, but no longer than 4 years after the date the conduct occurred;

- if the complaint is being filed by other complainants, the conduct must have occurred at least in part within 4 years prior to the date the complaint is filed.
CSD Graduate PhD Program

Title IX of the Educational Amendments Act requires that each college or university establish due procedures for the resolution of grievances. A student should consult her/his school/college for information about filing grievances.

A graduate student must follow all school/college and departmental policies and procedures governing grade appeals and appeals for all other academic matters. The Graduate Board and Graduate School have authority over reinstatement after academic or administrative dismissal. A student must file a Petition with the Graduate School to initiate an appeal to either body for reinstatement.

Petitions for Reinstatement after Academic Dismissal

A graduate student may file a Petition with the Graduate Board Student Appeals Committee following dismissal:

- If the student has failed the comprehensive or preliminary examinations, in whole or in part, twice.
- If the student has failed to maintain satisfactory grades in accordance with Standards of Scholarship in the university, school/college, and/or program.
- If the student has failed to make academic progress as defined by the school/college and program.

Petitions for Reinstatement after Administrative Dismissal

A student who has been administratively dismissed (i.e., has exceeded the time limit or failed to maintain continuous enrollment and is therefore ineligible to register, or who has withdrawn) may file a Petition with the Graduate School for reinstatement. A representative for the Graduate School may respond to these petitions administratively or refer them to the Graduate Board Student Appeals Committee.

Appeals of Graduate Board Decisions

A student can appeal decisions by the Graduate Board Student Appeals Committee only on procedural grounds. The appeal should be directed to the Provost.

Readmission

A student who has withdrawn, been dismissed for failure to maintain continuous enrollment for more than one term, or has exceeded the time limit and is therefore ineligible to register, may be required to file a new Application for Admission. If accepted, the student is considered newly matriculated at the time of admission and will be required to complete all current program requirements.