

TEMPLE UNIVERSITY
School of Tourism and Hospitality Management

Academic Grievance Procedures

Approved by the Collegial Assembly of the School of Tourism and Hospitality Management in 2006 and Edited on March 28, 2008

Introduction

All students and faculty in Temple University have the right to adjudicate grievances concerning academic matters within the School of Tourism and Hospitality Management (STHM) in a fair and expeditious manner. However, the standards of academic performance are reserved for faculty responsible for teaching the course in question. The procedures set forth below are for the purpose of insuring a fair adjudication of grievances. These procedures apply to all grievances arising from any course offered by STHM. These procedures do not apply to grievances arising out of courses offered by other schools and colleges within the University.

The scope of academic grievances shall include academic matters and/or other matters affecting a student's academic degree program and/or academic performance, such as good standing, grades, written evaluations (exclusive of letters of recommendation), faculty performance, comprehensives, dissertations, and granting of degrees. Grounds for academic grievances may include: discrimination by race, color, sex, age, religion, national origin, sexual orientation, marital status, or disability; clerical error; coercion and intimidation (including sexual harassment); fraud; and violation of the rules of STHM and Temple University.

A student or group of students who wish to present a grievance shall do so as expeditiously as possible and must follow the steps in the order presented below. Grievances must be filed within six months of the occurrence of the alleged grievance. A student may withdraw a grievance at any time.

Although any student has the right to formal adjudication of an academic grievance, this right should not be abused. The formal presentation of a grievance is a serious action, and should therefore be instituted only when the situation warrants doing so. Further, all informal methods of adjudication (for example, informal conferences, mediation through the Ombudsperson and/or Administrator) must be exhausted before instituting a formal grievance.

If a student chooses to file a formal grievance, the assistance of the Ombudsperson and/or Administrator (at the undergraduate, masters or doctoral level) may be used at any time. The role of the Ombudsperson and/or Administrator shall be that of mediator, not advocate. The Ombudsperson and/or Administrator will be the only third party permitted to participate in these procedures. This is not, however, to preclude the calling of witnesses. Any student may retain legal

counsel but the role of legal counsel will be limited to that of an observer only. Any formal grievance must follow the order of stages given below.

The parties shall attempt to resolve the grievance expeditiously and at the earliest possible stage.

The following is the mandated procedure for presenting a grievance:

Stage I:

If a problem arises, the student should first speak informally with the instructor and provide copies of all relevant documents to the instructor. (If the instructor is no longer affiliated with Temple University, the student should speak first with the STHM Chairperson.) If the problem is not resolved after meeting with the instructor, the student should speak informally with the STHM Chairperson. The student must document the time, date, and place of the first meeting with the instructor and, if appropriate, subsequent meetings/emails with all parties. If the problem is still not resolved, then the student should contact the Ombudsperson and/or Administrator (at the undergraduate, masters or doctoral level) for further assistance.

Stage II:

If the conflict between the two parties (instructor and student) cannot be resolved in Stage I to the satisfaction of the parties concerned, either party may appeal in writing to the STHM Chairperson. The written appeal should include the name of the instructor and student (or group of students) concerned, both the e-mail and street address of the student, telephone number where the student can be reached, the student's Temple ID number, the course number (if applicable) and, most importantly, the time, date and place of the first meeting and, if appropriate, subsequent meetings/e-mails. The written request must also include the nature of the grievance, the result of previous discussions and the resolution sought. All supporting documentation should be supplied at this time so that the STHM Chairperson will have all of the necessary facts in order to make a decision.

The STHM Chairperson, or his/her designees, shall consider the case promptly and render a written report to the instructor and student concerned within fifteen (15) days of the receipt of the written appeal.

Stage III:

If the conflict is not resolved in Stage II, the dissatisfied party may appeal in writing to the Chairperson of the Faculty Responsibility and Student Grievance Committee of the STHM Collegial Assembly, attaching copies of all the above relevant documents. A subcommittee of the Faculty Responsibility and Student Grievance Committee, entitled the Student Appeal and Grievance Subcommittee, will review the case, unless a majority of the members find that the case does not fall within the definition of academic grievance. The Student Appeal and Grievance Subcommittee has the option of refusing to hear a case when there is an alternate mechanism within the University that is better equipped to deal with the case (for example, University Disciplinary Committee).

The Student Appeal and Grievance Subcommittee will consist of two faculty members from the Faculty Responsibility and Student Grievance Committee, who will be selected by the Chairperson of the Faculty Responsibility and Student Grievance Committee, and one student from the program of the student grieving (undergraduate, graduate, or doctoral). [For instance, if the matter involves an undergraduate student grievance, the one student representative on this Committee shall be from the undergraduate program.] The students representing their respective programs (undergraduate, graduate, or doctoral) must be matriculated students in their respective academic programs in STHM. The student members shall be named to the Subcommittee by the appropriate student organizations as determined by the Dean and shall be students in good academic standing. The students shall be elected for a term of one (1) year. The Student Appeal and Grievance Subcommittee shall elect one of the faculty members to serve as Chairperson.

Unless precluded by University or School policies, the subcommittee shall assure a student a full opportunity to present his/her grievance, including reasonable evidence in support of his/her claim, and shall give the student's claim full and fair consideration. Likewise, the faculty member shall be offered the same opportunity to present evidence. Where the grievance seeks to change a decision taken by a member of the faculty, staff, or administration of the School, that person shall be given a full and fair opportunity to describe and document the rationale for his/her decision.

After the subcommittee has heard the grievance and reviewed the case, the Student Appeal and Grievance Subcommittee shall make a written recommendation to the Dean on the grievance. The Subcommittee may recommend (by majority vote) a change of grade or other appropriate action, where that grade or action is included in the scope of the grievance. All written recommendations to the Dean shall reasonably summarize the student's claim, provide the basis for the subcommittee's recommendations and clearly state the subcommittee's recommended disposition of the student's claim.

A written report of the recommendations of the Student Appeal and Grievance Subcommittee shall be sent to the Dean no later than fifteen (15) days after the conclusion of the hearing.

Stage IV:

The Dean will review the Student Appeal and Grievance Subcommittee's recommendations and render a written decision within fifteen (15) days of receipt of the subcommittee's recommendations. A written report will be sent to the concerned faculty and student, and to the STHM Chairperson, all members of the Student Appeal and Grievance Subcommittee and the Chairperson of the Faculty Responsibility and Student Grievance Committee of the STHM Collegial Assembly.

The decision rendered by the Dean is final and binding on the parties concerned. It is not subject to further hearing or appeal within STHM.

Stage V:

When appeals warrant review beyond STHM, students, faculty members, or the Dean's Office may appeal to the Vice Provost for Undergraduate Studies for undergraduate students or the Graduate Board Student Appeals Committee for graduate students.