

# Procedures For Miami University Middletown Students with Concerns, Complaints, Or Grievances

Related to a Course  
or  
an Instructor

## INTRODUCTION

Students may have many reasons to seek academic redress. Most student issues with a course or instructor can be resolved amicably by consulting with the instructor. Unfortunately, this is not always the case. The following procedures will help the student take the proper steps to have their issue aired and resolved. The principles guiding the process are to be found in the Student Handbook, in the Appendix titled "Academic Responsibilities and Academic Grievance" available on the MU website at

[www.miami.muohio.edu/documents\\_and\\_policies/handbook/appendices/appendixl.cfm](http://www.miami.muohio.edu/documents_and_policies/handbook/appendices/appendixl.cfm)

Students should be aware at the college level, a wide range of teaching styles is utilized and encouraged.



However, no matter the style, instructors are bound by the Statement of Good Teaching Practices. This brochure will direct students who feel that the instructor is not acting in accordance with the Good Teaching Practices.

In many instances, students simply wish to question a grade, on an assignment or in a course. This document guides the student in that process, as well.

NOTE: As stated in the Student Handbook "*the student should recognize the difference between questioning a grade and charging an instructor with a violation of the Good Teaching Practices. The latter is a serious act and should neither be undertaken lightly nor should the desire to have a grade reviewed and changed be the primary motivation.*"

Also, it is always better to raise concerns BEFORE the end of the semester (and final grades are issued).

## Grievance Procedures

*You should be aware that a divisional grievance committee will not adjudicate a violation of Good Teaching Practices (Step 4) unless the written complaint is lodged before 5 p.m. Friday of the eleventh week of the fall or spring semester that follows the term in which the alleged violation occurred. Steps 1-3 must have taken place before this time.*

*At any stage of this process, after initial meetings with the instructor or chair, you may elect to have an advocate present during discussions. This advocate may be a friend, family member or MUM staff member, but should not be someone in the class about which you are meeting.*



### Courses Offered by Regional Campus Based Departments (BTE, CIT, ENT, NSG)

The first step is always to consult with the instructor. Only under very rare circumstances should this step be skipped. (It is best to visit the instructor in his/her office hours, or to make an appointment, rather than to "catch" them after class or in the hallway.)

1. If your issue concerns petitioning a grade because of early withdrawal from the class or for other procedural reasons, you should consult Student Services (Johnston Hall, Room 1).
2. If you are still dissatisfied after meeting with the instructor, or feel that you cannot meet the instructor, schedule a meeting with the instructor's regional campus chair. The department chair will work with you and the instructor to resolve the issue.

The majority of student issues will be resolved by step 1 or step 2 of this process. If you feel strongly that your issue has not been adequately addressed you have two options:

3a. You may tell the department chair that you wish to formally request a grade review, or file a grievance, according to the department's written procedures. The chair will guide you through the process. The department will issue a ruling on your request or grievance.

OR

3b. You may contact the Middletown Campus Associate Dean Academic Affairs (Dr. Jeff Sommers) in Room 116, for an informal discussion of what your next steps, if any, should be. Contact Donna Hensley (727-3211) for an appointment. Before meeting with the Associate Dean, you should submit a written account of the issue to Dr. Sommers at [sommerjd@muohio.edu](mailto:sommerjd@muohio.edu).

4. If *after* step 3 you do not feel your issue has been fairly handled, you should make contact with the divisional dean in Oxford. After consultation with him or her, you may decide to file a formal grievance, and submit it to the divisional grievance committee.



The guidelines governing this process are fully spelled out in the Student Handbook.

### Courses Offered by University-Wide Departments

The first step is always to consult with the instructor. Only under very rare circumstances should this step be skipped. (It is best to visit the instructor in his/her office hours, or to make an appointment, rather than to "catch" them after class or in the hallway.)

1. If your issue concerns petitioning a grade because of early withdrawal from the class or for other procedural reasons, you should consult Student Services (Johnston Hall, Room 1).
2. If you are still dissatisfied after meeting with the instructor, or feel that you cannot meet the instructor, schedule a meeting with the instructor's regional campus coordinator. The coordinator will work with you and the instructor to resolve the issue.

The majority of student issues will be resolved by step 1 or step 2 of this process. If you feel strongly that your issue has not been adequately addressed you have two options:

3a. You may contact the Oxford department chair, or ask the regional campus coordinator to help you contact the Oxford chair. If an informal discussion with the chair does not resolve the issue, you may request a formal grade review at the departmental level, or *if you assert that the instructor has violated Good Teaching Practices*, you may ask to file a grievance against the instructor. When contacting the Oxford chair, you should outline the steps you have already taken in this process. If you are dissatisfied with the outcome of this meeting, you may meet with Dr. Sommers (see 3b) for advice. However, formal grievances or formal request for grade reviews must take place in the Oxford department.

OR

3b. You may contact the Middletown Campus Associate Dean Academic Affairs (Dr. Jeff Sommers) in Room 116, for an informal discussion of what your next steps, if any, should be. Contact Donna Hensley (727-3211) for an appointment. Before meeting with the Associate Dean, you should submit a written account of the issue to Dr. Sommers at [sommerjd@muohio.edu](mailto:sommerjd@muohio.edu).

4. If *after* step 3 you do not feel your issue has been fairly handled, you should make contact with the divisional dean in Oxford. After consultation with him or her, you may decide to file a formal grievance, and submit it to the divisional grievance committee. The guidelines governing this process are fully spelled out in the Student Handbook.

### Harassment Liaisons

If you feel that you have experienced sexual harassment or harassment due to your religion, national origin, or race, you should contact our campus liaison:

*Regina Williams*  
Student Services  
1 JHN Hall  
727-3431  
[williarg@muohio.edu](mailto:williarg@muohio.edu)



### Chairs and Coordinators

*Dr. Ayodele Abatan*  
ENT Chair

*Dr. Garry Bowyer*

Social Sciences/Education Coordinator

*Ms. Diane Delisio*

CIT Chair

*Dr. Brian Domino*

Humanities & Fine Arts Coordinator

*Dr. John Heyda*

English Coordinator

*Dr. Carolyn Keiffer*

Math/Science Coordinator

*Dr. Ted Light*

BTE Chair

*Dr. Paulette Worcester*

Nursing Chair