

DISRUPTIVE STUDENT BEHAVIOR: DEAN'S OFFICE REVIEW PROCEDURE

In the event that a faculty or staff member may feel the need to voice a complaint or concern regarding any student taking an Arts and Sciences course, or engaged in an educational activity, the faculty or staff member is directed to use the procedure outline below. One exception to this procedure would involve complaints of an employee dignity/harassment/nature. Those complaints may be directed either according to the procedure outline below, or to the University's equal opportunity officer, or to another University employee as indicated in FSU's employee dignity/harassment/discrimination policy. A second exception would be complaints of student misconduct (i.e., academic misconduct and disciplinary complaint). Those complaints may be directed according to the procedure outlined in the code of student community standards and the Office of Student Conduct website.

Direct discussion with student. The first step normally should be to discuss the concern/complaint directly with the student. Faculty and staff members are encouraged to talk to his or her students as soon as possible. Many situations can be satisfactorily addressed, or misunderstandings clarified, at this level. When this occurs, no further action is called for.

Department leadership (i.e., chair or head) review. In the event that a concern/complaint cannot be adequately addressed through direct discussion with the student, the faculty/staff member may take another step by contacting the department leadership. To do so, the faculty/staff member should submit a written statement to his or her department leadership.

- **Written Statement by Instructor or Staff Member.** The written statement should identify the student, faculty, course or educational setting, a factual description of the problem, and any other relevant information such as past efforts to address the problem with the student. Normally, the faculty/staff member will also meet with the department leadership after the latter has had an opportunity to review the written statement.
- **Student's Response to the Instructor or Staff Member's Written Statement.** Normally, the department leadership will ask the student to review the written statement of complaint and to file a written response. The department leadership may also meet with the student to discuss the situation and to review any related materials that may be relevant. Students will have a window of ten working days after notification from the department leadership to review the original faculty/staff complaint and file their written response, should they choose to file one.

Department leadership (i.e., chair or head) action. Following his or her review, the department leadership is authorized to undertake whatever action and/or discussion may be called for per relevant University policies and procedures. The department leadership may

request a discussion with the student and/or with the faculty in question. The department leadership will inform the parties in writing of his or her decision. That action may involve denying the complaint, working out a solution with the faculty or staff member, referring the matter to another office, referral to the CAS Care Team or other appropriate action.

Notes:

If the department leadership concludes that the student has engaged in dishonesty or other violation of Ferris's code of student responsibilities, the department head may initiate action with Office of Student Conduct.

Dean's review. In the event that the faculty or staff member or the student is dissatisfied with the resolution at the department leadership's level, he or she may appeal that decision to the Dean's Office of the College of Arts and Sciences. A student or faculty member wishing to pursue this level of appeal should submit a written statement to the dean or his or her designate.

- Students will be asked to meet with a representative from the Dean's Office and one other member of the Academic Standards and Policies Committee to discuss the pertinent issues surrounding the appeal.
- The Dean's Office will establish an ad hoc committee composed of a representative of the Dean's Office, a member of the CAS CARE Team and two faculty representatives from the Standards and Policies Committee to review the appeal. The committee may request additional documentation and/or call for any ad hoc members to assist in the appeal process. The committee will issue its recommendation to the Dean, whose decision is final and binding. That action may involve denying the complaint, working out a solution with the instructor or staff member, referring the matter to another office, referral to the CAS Care Team or other appropriate action such as failure or removal from the assignment or course. The appeals process must be concluded not later than ten working days after the initiation of the appeal.