CONDUCT EXPECTATIONS

Student Conduct

Ethics in the University

The mission of Kettering University rests on the premise of intellectual honesty in the classroom, the laboratory, the office, and at the examination desk. The very search for knowledge is impaired without a prevailing ethic of honor and integrity in all scholarly, professional, and personal activities. The principles of honor and integrity make it possible for society to place trust in the degrees we confer, the research we produce, the scholarship we present and disseminate, and the critical assessments we make of the performance of students. In order to achieve our goals of preserving, disseminating, and advancing knowledge, Kettering University expects all members of the community to be open to new ideas, to be governed by truthfulness, and to be considerate of the rights of others. We strive to foster these values in all our endeavors and will employ all possible means to discourage dishonest behavior in any form. We hold students accountable for their choices and actions through the Code of Student Conduct, administered by the Associate Dean of Student Engagement and Success.

Kettering Code of Student Conduct

The Kettering University Code of Student Conduct represents a body of behavioral standards for all students. These standards are strictly and vigorously enforced by Kettering University to ensure members of this educational community a productive, safe, and equitable environment for growth and development. Kettering University students are expected to conduct themselves as responsible, mature individuals while on campus, at home, and in their work-section communities.

Students are expected to comply with all University regulations governing student conduct and the use of University property and facilities. Kettering University has the right to take action and investigate any offense that involves our students, either as victims reporting or students accused of violating the Code of Student Conduct and any federal, state, and/or local laws/ordinances. The Code of Student Conduct extends to students at their places of cooperative employment. We expect students to honor their co-op employer's standards for workplace demeanor and may impose our Student Conduct procedures upon any student charged by an employer with workplace misconduct.

Conduct for which students may be subject to disciplinary action falls into, but is not limited to, the following categories:

- Endangering people or their property.
- Obstructing the normal functions of Kettering University or a co-op employer.
- Theft or damage to property, including intellectual property, of Kettering University, a co-op employer, or any individual.
- Any willful damage to the reputation or psychological well-being of others.
- Threatening, intimidating, harassing, coercing, or verbally abusing another.
- Any physical violence directed at any member of the Kettering University community or a co-op employer.
- Unauthorized entry to, use of, or occupancy of Kettering University facilities or a co-op employer's.
- Any dishonesty, cheating, forgery, plagiarism, alteration of, or misuse of Kettering University documents, records, or identification, or a co-op employer's.
- Computer misuse while on academic or work term, at the University, or at co-op employment, including but not limited to:
  - Theft or other abuse of computer operations.
  - Unauthorized entry into a file to use, read, or change the contents or for any other purpose.
  - Unauthorized transfer of a file or files.
  - Unauthorized use of another individual's identification and/or password[s].
  - Use of computing facilities to interfere with the work of another student, faculty member, or university official.
  - Use of computing facilities to send obscene or abusive messages.
  - Use of computing facilities to interfere with the normal operation of the University's or a co-op employer's computer system.
- Violation of applicable public laws while on Kettering University-owned property, University or student-sponsored or supervised functions, a co-op employer's owned or controlled property, or at a co-op employer-sponsored or supervised function.
- Possession or use on campus or at a place of co-op employment of firearms, explosives, explosive fuels, dangerous chemicals, or other dangerous weapons, except as specifically authorized by Kettering University or a co-op employer.
- Use, possession, or distribution of narcotics or controlled substances except as expressly permitted by law.
- Possession or use of alcohol or marijuana on Kettering's campus; any underage possession or use of such.
- Failure to comply with directions of Kettering University or co-op employer officials acting in the performance of their duties.
- Conduct which adversely affects the student's suitability as a member of the Kettering University and/or co-op employment communities.

Academic Integrity

We believe fairness, openness, and intellectual honesty to be the keystones of our educational mission. We foster these qualities in all our endeavors and use all possible means to discourage dishonesty in any form. All members of the Kettering community should report academic dishonesty to the appropriate faculty person, as well as to the Associate Dean of Student Engagement and Success. Academic dishonesty prohibited at Kettering includes, but is not limited to, the following forms:

- **Cheating**
  Intentionally using or attempting to use unauthorized materials, information, or study aids in any academic exercise.
- **Fabrication**
  Intentional and/or unauthorized falsification or invention of any information or citation in an academic exercise.
- **Facilitating Academic Dishonesty**
  Intentionally or knowingly helping or attempting to help another to engage in academic dishonesty in any form.
- **Plagiarism**
  Intentionally or knowingly representing the words, ideas, or images of another as one's own in any academic exercise.

Students found to have carried out any form of academic dishonesty are subject to the faculty member's scrutiny and sanctions, as well as Student Conduct policies and procedures.

Student Conduct at Kettering University

Student conduct serves and protects Kettering students by encouraging responsible behavior and civic competence. We expect students to develop their character by exercising self-discipline and taking responsibility for their actions. We also expect students to make themselves aware of the regulations governing them as members of the Kettering community. Student Conduct supports the academic mission of the university by promoting student development, fostering a harmonious and stimulating environment, and protecting the well-being of all students.

Student Conduct Policies and Procedures

Members of the Kettering community should contact the Associate Dean of Student Engagement and Success whenever a violation or suspected violation of Kettering's Code of Student Conduct takes place. The University will take appropriate measures to investigate each incident and decide how best to proceed: to dismiss the charges or to refer the charge[s] to a designated Conduct Officer. If the charges are referred for further action, the Conduct Officer will hold a pre-hearing with the accused student[s]. The pre-hearing serves the following purposes:

- To explain Kettering University's conduct process
- To inform the accused of his/her rights accorded through the University's conduct process
- To inform the accused, in writing, of all charges
- To request that the accused write an official response to all charges
- To inform the accused of all available resolution options appropriate to the specific charges.

Student Rights and Responsibilities Provided by Kettering's Student Conduct Procedures

Any student accused of any violation of Kettering University's Code of Student Conduct will be extended the following rights and responsibilities:

- Formal, written notification of all charges to be heard at either an Administrative Hearing or a University Board of Student Conduct.
- Right to a timely hearing. The University has the right to establish deadlines for hearing a case, as well as hear a case in a student's absence should s/he fail to appear at the established time and place.
- Opportunity to review the conduct file, which will be presented at an Administrative Hearing or University Board of Student Conduct.
- Time to prepare a defense. Students will receive at least 48 hours' notice of the time and place of an Administrative Hearing or University Board of Student Conduct.
- Right to be present at an Administrative Hearing or University Board of Student Conduct.
- Right to have an adviser present at an Administrative Hearing or University Board of Student Conduct. The adviser must be a member of the Kettering University community and may advise the accused student but may not conduct the student's defense.
- Right to ask questions of any witnesses who appear at an Administrative Hearing or University Board of Student Conduct.
- The Associate Dean of Student Engagement and Success may determine that other Kettering University officials ought to be aware of the results and will inform them.
- Crime victims will be notified of hearing results in accordance with existing federal, state, and local laws.

Kettering University has the right to request a student return to campus during a work-term or off-term in order to expedite a case perceived as serious and pressing in nature. Students are entitled to the rights afforded by the Family Educational Rights and Privacy Act (FERPA). This act ensures that most communication between a student and the University is considered confidential and that such information about a student's experience can be shared with the parents of an individual student only under very specific circumstances as defined by federal law. All rights accorded to a student under the law take effect at the time of enrollment in a post-secondary educational program, regardless of the student's age.

Public Criminal Justice System Versus Kettering University's Student Conduct Process

Kettering's Student Conduct process differs in both purpose and function from the public criminal justice system. The University's process is designed to be educational and to afford students opportunities for personal growth and development. The criminal process is designed primarily to be punitive. Protections afforded to the accused are less comprehensive in Kettering's Student Conduct process than those extended in the criminal system. The University is not required to follow federal, state, and/or local rules of evidence. Instead, charges against a student need only be proven by "preponderance of evidence," i.e., such evidence as a reasonable person might accept as adequate to support a conclusion that the offense more likely than not took place. Criminal investigations and/or charges do not hinder or delay the University's responsibility to investigate and adjudicate allegations of student misconduct in a timely fashion.

Resolution Options

Administrative Hearing

In cases where charges do not appear to merit suspension or expulsion, or in cases in which the accused does not contest the charges, the Associate Dean of Student Engagement and Success may designate a Conduct Officer (CO). The CO will investigate the case and conduct a hearing with the accused. Administrative hearings accommodate all the rights and procedures accorded to students by the University's policies. Following the hearing, the University will provide the student with written notification of the results of the hearing, as well as information about the appeal process.

University Board of Student Conduct

The Associate Dean of Student Engagement and Success designate a conduct board or University Board of Student Conduct (UBSC) whenever charges may result in suspension or expulsion, including all cases involving academic misconduct. In these cases, a designated Conduct Officer of the University chairs the UBSC, which is comprised of a minimum of three members of the Kettering community and includes representatives from faculty, staff, and students. The Conduct Officer investigates the charges and prepares the case for presentation to the UBSC. All presentations include resolution options. The UBSC makes recommendations to the Associate Dean of Student Engagement and Success, who may endorse, alter, or dismiss them.

Other Resolution Options

The Associate Dean of Student Engagement and Success may, after consultation with the involved parties, provide other avenues of resolution, including mediation and/or conciliation.

Administrative and University Board of Student Conduct Hearings Decisions

All decisions will be based only on documents, testimony, and evidence presented at administrative and University Board of Student Conduct hearings.

Sanctions

The University has the right to enforce a variety of sanctions upon students who are found to have violated the Code of Student Conduct. They include, but are not limited to, the following:

- **Creation of a Misconduct File**
  The University applies this sanction whenever the Conduct Officer or other hearing officer[s] uphold charges against a student for violating the Kettering Code of Student Conduct, yet it appears that interviews and counseling associated with the pre-hearing and hearing are sufficient to deter further violation. The Conduct Officer creates an official file detailing the student's offense.
- **Misconduct Warning**
  A Misconduct Warning consists of a formal, written notice that the student has violated the Code of Student Conduct and that any future violation will result in more serious consequences.
- **Restitution and/or Fines**
  When a violation of the Code of Student Conduct results in costs to other students, Kettering University, or others, a student may be required to make restitution and/or pay a fine. The University applies fines to community endeavors.
- **Community Service**
  This sanction requires students to contribute a fixed number of hours, without compensation, to benefit the University or the local community. The University retains the right to require that students complete community service with particular organizations it specifies.
- **Misconduct Probation**
  Misconduct probation implies a medial status between good standing at Kettering, and suspension or expulsion. A student on Misconduct Probation will be permitted to remain enrolled at Kettering University under certain stated situational conditions, depending on the nature of the violation and the potential learning value that may be derived from such conditions. Usually, Misconduct Probation extends over a stated period, during which it is clearly understood that the student is subject to further disciplinary action, including suspension or expulsion if the student violates the terms of probation or in any way fails to conduct him/herself as a responsible member of the Kettering University community. Misconduct Probation serves as a final warning to the student to re-evaluate and modify his/her unacceptable behavior. Students on Misconduct Probation will not be allowed to represent the University in any formal manner and may not serve in a student leadership position during the period of probation. Knowledge of a student's Misconduct Probation status may be made known to others at the University on a need-to-know basis.
- **Interim Suspension and/or Altered Privileges**
  Kettering imposes Interim Suspension when it appears the accused poses a threat to him/herself or others at the University. It may also be imposed following allegations of sexual or physical assault, drug use and/or distribution, threats of violence, etc.
  The Associate Dean of Student Engagement and Success or designate may alter or suspend the privileges/rights of a student to be present on campus and/or to attend classes for an interim period prior to the resolution of a conduct proceeding. Decisions of this sort will be based upon whether the allegation of misconduct appears reliable and whether the student's continued presence reasonably poses a threat to the physical or emotional condition and/or well-being of any individual, including the accused student. Interim suspension may also be imposed when the accused student's continued presence appears to disrupt the University's regular or special functions or threaten the safety or welfare of university property.
  Interim Suspension and/or altered privileges remain in effect until a final decision is made on a pending incident. The Associate Dean of Student Engagement and Success or designate may repeal interim suspension or altered privileges at his/her discretion.
- **Suspension**
  Suspension—an involuntary separation of a student from Kettering University—implies and states a time for return to the University. Suspension may extend for a school and/or work term, for a specified period, until a specified date, or until a stated condition is met. A University Board of Student Conduct may recommend suspension, but only the Associate Dean of Student Engagement and Success may impose it. Suspensions are noted on student's official transcripts as "temporary involuntary separation" until all required conditions are met.
- **Expulsion**
  Expulsion—a permanent involuntary separation of a student from Kettering University—may be recommended by a University Board of Student Conduct, but only the Associate Dean of Student Engagement and Success may impose it.
- **Student Conduct Appeals**

  Any student who has been sanctioned through Kettering University Code of Student Conduct processes has the right to appeal to the Vice President and Chief Student Experience Officer. All appeals must be made in writing within five [5] business days of notification of the results of a hearing and must state the grounds upon which the appeal is based. Grounds for appeal might include claims of procedural errors, new information, denial of rights, or inappropriately severe punishment. Should the Vice President and Chief Student Experience Officer choose to grant an appeal, the case will be reviewed, and a written decision will be conveyed to the individual indicating whether the sanction[s] shall stand, be modified, or reversed.

- **Notification of Sanction to Co-Op Employers**
  The University has the right and responsibility to notify a student's co-op employer whenever the student is found to have violated the Kettering Code of Student Conduct.

Students' Use of Technology

The use of any personal computational or communication devices in the classroom, not otherwise governed by the University or course policies, is subject to the approval of the instructor. This includes but is not limited to, the use of calculators, computers, personal digital assistants, and cell phones. Any use of such devices without the instructor's approval is prohibited. The use of such devices without the permission of the instructor may be considered disruptive behavior. Students who persist in such activity may be subject to the University's "Dismissal Due to Disruptive Behavior" policy.

The use of electronic devices to facilitate an act of academic misconduct, such as cheating or plagiarism, will be considered a violation of the Code

of Student Conduct and adjudicated following standard Student Conduct policies and procedures.

Students are expected to familiarize themselves with Kettering University's Acceptable Use Policy, posted in the "Policies and Standards" section of the Information Technology website.

Student Computer Requirement

Students are required to have their own laptops and not use a computer at their place of employment due to frequent limitations related to firewalls.

E-mail: Notification/Obligation to Read

All students have the privilege of having a Kettering University Google Apps e-mail account. The Kettering e-mail account is the official way Kettering University faculty and staff communicate with students. Students are responsible for required actions conveyed to them through this communication vehicle, **whether or not they read the message**.

Kettering provides each student with unlimited e-mail server storage. Therefore, we strongly recommend that students do not auto-forward to another e-mail service provider, which may have less storage capacity and fewer features and may hinder you from replying directly to the original email source.

Due to the proliferation of spam and phishing emails, be advised that you may receive emails requesting personal information such as usernames and passwords. Although it may look authentic, pretending to originate from a legitimate source, such as Kettering, does not respond. Immediately delete it, recognizing that a legitimate source such as the Kettering IT department would never ask you to provide information such as passwords. The IT department has included an Alert message attached to incoming emails if an attachment is received from an outside non-Kettering address. Be cautious regarding any unsolicited email as it may contain elements that would prove to be detrimental to your computer.

Dismissal from Class Due to Disruptive Behavior

Whenever an enrolled student's presence or behavior in class disrupts the learning environment and, in the faculty member's opinion, undermines the best interests of the class and/or the student, the faculty member may request in writing (with a copy to the appropriate Department Head) that the student be issued an administrative dismissal. The faculty member should discuss the student's behavior with the Associate Dean of Student Engagement and Success (ADSES) and/or his designate, who will meet with the faculty member to discuss the alleged incident. The ADSES will also meet with the student to determine possible judicial action after determining whether or not the student's behavior violates the Kettering Code of Student Conduct. The ADSES will either adjudicate the matter or refer it for action by a designated conduct officer and/or the University Board of Student Conduct. If the dismissal occurs by Friday of the seventh week, the student will receive a grade of W (withdrawn). If the dismissal occurs after Friday of the seventh week, the student will receive an F grade.

Questions: Contact Information Technology

Productive Learning Environment

Kettering University expects all students, faculty, and staff to contribute to a productive learning environment by demonstrating behavior that neither interferes with another individual's performance nor creates an intimidating, offensive, or hostile environment. The University will not tolerate harassment or discrimination in any form, regardless of intent and/or the victim's reaction.

Harassment

The University prohibits all sexual harassment and/or offensive conduct on campus and in students' work section communities. Such conduct includes but is not limited to sexual flirtation, touching, verbal or physical advances or propositions, verbal abuse of a sexual nature, graphic or suggestive comments about an individual's dress or body, sexually degrading words to describe an individual, and/or the display of sexually suggestive objects or pictures, including nude photographs. Behavior constitutes sexual harassment when it is unwelcome, and it interferes with the ability of another person to carry out his/her responsibilities, creates a hostile learning or work environment, or its expression implies that acceptance of the behavior is a condition of course registration, course completion, course evaluation, or employment.

If you believe the words or actions of a University employee or student on campus constitutes unwelcome harassment, take the following steps:

- Inform him or her that his/her actions are unwelcome and the harassing behavior must cease.
- Keep a written record of the details, including time, date, what was said, or what occurred.
- Report the discrimination to the Associate Dean of Student Engagement and Success, the Director of Human Resources, other University officials, or via our Non-Academic Grievance Form, available in the Student Experience Office, Academic Services, the Wellness Center, Thompson Hall, and online at the Student Experience website.

If harassment occurs at your work site, you should report it to your supervisor or the appropriate person as directed by your employee handbook, as well as to your Cooperative Education Manager/Educator. Enlist the counsel of a trusted adviser, if necessary, to report sexual harassment wherever and whenever it occurs. The University pledges to investigate promptly all complaints of harassment and to pursue a timely resolution, which the appropriate University officials will communicate to the parties involved. Confidentiality will be maintained to the extent reasonably possible.

Discrimination

Kettering University is committed to a policy of non-discrimination and equal opportunity for all persons regardless of race/ethnicity, color, ancestry, national origin, religion, sex, sexual orientation, age, marital status, height, weight, marital, military or disability status or any other basis protected by federal or state law. Discrimination includes, but is not limited to, the following:

- Preventing any person from using University facilities or services because of that person's race/ethnicity, color, ancestry, national origin, religion, sex, sexual orientation, age, height, weight, and/or marital, military, or disability status.
- Making determinations regarding a person's salary based on race/ethnicity, color, ancestry, national origin, religion, sex, sexual orientation, age, height, weight, and/or marital, military, or disability status.
- Denying a person access to an educational program based on that person's race/ethnicity, color, ancestry, national origin, religion, sex, sexual orientation, age, height, weight, and/or marital, military, or disability status.

- Instigating or allowing an environment that is unwelcoming or hostile based on a person's race/ethnicity, color, ancestry, national origin, religion, sex, sexual orientation, age, height, weight, and/or marital, military, or disability status.
- Denying raises, benefits, promotions, leadership opportunities, or performance evaluations on the basis of a person's race/ethnicity, color, ancestry, national origin, religion, sex, sexual orientation, age, height, weight, and/or marital, military, or disability status.

If discrimination takes place at your work site, you should report it to your supervisor or the appropriate person as directed by your employee handbook, as well as to your Cooperative Education Manager/ Educator. Enlist the counsel of a trusted adviser, if necessary, to report discrimination wherever and whenever it occurs. The University pledges to investigate promptly all complaints of discrimination and to pursue a timely resolution, which the appropriate University officials will communicate to the parties involved. We will maintain confidentiality to the extent reasonably possible.

If you believe the words or actions of a University employee or student constitutes discrimination, take the following steps:

- Inform him or her that his/her actions are unwelcome and the discriminating behavior must cease.
- Keep a written record of the details, including time, date, what was said, or what occurred.
- Report the discrimination to the Associate Dean of Student Engagement and Success, the Director of Human Resources, other University officials, or via our Non-Academic Grievance Form, available in the Student Experience Office, Academic Services, the Wellness Center, and Thompson Hall.

Student Complaints & Resolution Processes

Kettering University maintains processes for the good faith review and resolution of student academic and non-academic complaints. The University's student complaint process will encourage informal resolution of alleged violations at the lowest unit level, allow for a formal resolution mechanism if not resolved informally, and provide for appeal to a final decision maker.

Students may bring complaints regarding the University's provision of education, academic services, and non-academic services affecting their role as students, and must be based upon a claimed violation of a University policy, regulation, or established practice.

Student complaints do not include those regarding University employment, disciplinary action under the Code of Student Conduct, grades, or University admission decisions.

Resolution under this policy may include student reinstatement or other corrective action for the benefit of the student, including refunds, but may not award monetary damages or direct disciplinary action against any employee of the University.

This policy does not limit the University's right to change policies, regulations, or practices related to the provision of academic or non-academic services and education.

Institutional Records of Student Complaints

To comply with federal regulations, Kettering University will maintain records of formal, written academic, and non-academic student complaints filed with the Office of the Provost or the Office of Student Experience Student Engagement and Success. The records will include information about the disposition of the complaints, including those referred to external agencies for final resolution. These records will be available to the Higher Learning Commission (HLC) comprehensive evaluation teams for review.

II. DEFINITIONS

Student Academic Complaint: Complaints brought by students regarding the University's provision of education and academic services affecting their role as students. Academic complaints do not include grade disputes and appeals, which are managed under the Grade Appeal Policy.

Non-academic Complaint: Complaints brought by students regarding the University's provision of non-academic services affecting their role as members of the Kettering community. Non-academic complaints may include but are not limited to, student or employee behavior regarding harassment or discrimination, billing disputes, disability accommodation challenges, medical and counseling services, athletics, etc. They do not include parking violation disputes, which are managed under Campus Safety's Parking Appeals Policy.

III. DETAILS/PROCEDURES

Informal Resolution for Student Complaints

The first step of any resolution should be at the lowest unit level, between the parties involved or the parties and an appropriate third party (e.g., other faculty, department head, director of graduate studies, administrator). If no informal resolution is reached at the lowest unit level, a student may seek an informal resolution at the next level with the other party and higher-level administrators. If the issue is not resolved informally, the student may seek a formal resolution.

Formal Resolution for Student Complaints

If still unresolved after following the appropriate informal complaint process, a student may choose to officially document the complaint to seek formal resolution. Students may file complaints regarding academic matters, excluding grade appeals, with the Office of the Provost. Non-academic complaints, excluding parking citations, should be filed with the Associate Dean of Student Engagement and Success. Students should consult with the pertinent office to prepare a formal complaint; both offices follow these general procedures:

- Students must submit, in writing, an explanation of the concern or appeal, including a full description of the matter, a description of the efforts that have been made to resolve the issue informally, and a statement of requested remedy. Submissions must include accurate contact information. Copies of pertinent materials should be attached.

- A student must begin the informal resolution process during the term in which the concern arises and must register, if applicable, an officially documented complaint no later than thirty days after the first day of classes of the term immediately following the term during which the concern arose.

- If the grievance contains confidential medical information, the University will maintain the confidentiality of that information and will not release it without the student's consent, except as allowed by law.

- Academic complaints should be submitted to the Office of the Provost. Non-academic complaints should be submitted to the Associate Dean of Student Engagement and Success. Upon receipt,

the institutional officer will review the complaint for timeliness and appropriateness under this complaint procedure, notify the student if the complaint is accepted for further investigation, and provide a copy of the complaint to the individual against whom it has been made.

- The institutional officer will complete or designate someone to complete an investigation of the matter. The investigator may interview, consult with, and/or request a written response to the issue[s] raised in the complaint from any individual the investigator believes to have relevant information, including faculty, staff, and students. All parties will have the opportunity to provide the investigator with information or evidence that s/he believes is relevant to the complaint. The investigator will respect the privacy of all parties to the extent possible.

- The University will inform the student and the party against whom the student has filed a complaint that the institution will not tolerate real or implied retaliation, will take steps to prevent retaliation, and will take appropriate responsive action[s], up to and including termination of employment, if an employee is found to have retaliated. Students will be held accountable for retaliation through the Code of Student Conduct and related disciplinary procedures. Individuals should immediately notify the appropriate institutional officer should retaliation occur.

- If a non-academic complaint involves a faculty member, the Associate Dean of Student Engagement and Success will inform the Provost of the complaint, the determination by the investigator, and any appeal. Academic and non-academic complaints that involve a faculty and/or staff member will be reported to the Director of Human Resources.

- All investigations will be completed within thirty [30] working days of the filing of the written complaint. The deadline may be extended by the Provost or Associate Dean of Student Engagement and Success for good cause. At the request of the complainant, the institutional officer may determine if the formal process can and should be expedited.

- The institutional officer will prepare a written report, including findings and a final resolution of the matter. The officer will submit the report within 30 calendar days of receipt of the formal complaint unless there are compelling reasons for delay. The institutional officer will send the report to all interested parties. If the complaint challenges an action personally engaged in by the institutional officer, the Provost will appoint another administrator to fulfill the officer's role under this procedure.

- Decisions made by institutional officers are final and may not be appealed.

Other Complaints

Currently, enrolled students who have a complaint or issue should first try to work out the problem informally by discussing it in an honest and constructive manner with those persons most involved with the issue. Many complaints can be resolved when a student makes an effort to honestly communicate his/her frustrations or concerns. If a student has a complaint related to a specific course he or she is enrolled in, he/she should first consult with the instructor of the course. If necessary, the student or instructor may consult with the academic department head responsible for the course for guidance on how to best resolve the student's concern.

For any complaints that the student cannot resolve informally with the parties involved, the student should contact either the Associate Dean of Student Engagement and Success (for non-academic-related issues) or the Provost (for academic-related issues).

Questions: Contact the Student Experience Office for non-academic issues or the Office of the Provost for academic-related issues