



University of Dallas

Academic and Student Affairs
Student-Faculty Class-Related Concerns Policy

POLICY SFD
Responsible Executive: Provost
Responsible Office: Office of the Provost
Approved by: Office of the President
Issued: August 11, 2023

1. PURPOSE

This Policy provides the process for mediating general disputes that Students may have with a member of the Faculty based on the Faculty member’s role as a classroom instructor. Certain types of disputes and complaints are covered by other policies and provide different processes.

- 1.1. Allegations that a member of the Faculty has engaged in conduct in violation of the law may be reported (including anonymous reporting) through the University’s compliance reporting hotline: udallas.edu/complaint or https://secure.ethicspoint.com/domain/media/en/gui/19779/index.html
1.2. Allegations that a member of the Faculty has engaged in conduct that would violate the University’s Civil Rights Policy (e.g., Discrimination, Harassment and Retaliation, including victims of Non-Title IX Sexual Harassment, Title IX Sexual Harassment, Sexual Assault, Dating Violence and Stalking) may be reported through the University’s complaint reporting system, or directly to the University’s Office of Civil Rights and Title IX (https://udallas.edu/offices/title-ix/index.php).
1.3. All other allegations that a member of the Faculty has engaged in conduct that would violate the Faculty Handbook, Employee Handbook, or University Policy and could subject the member of the Faculty to disciplinary action may be reported (including anonymous reporting) through the University’s compliance reporting hotline, or directly to the Office of the Provost.

2. STUDENT-FACULTY CLASSROOM DISPUTES, GENERALLY

Except as to final grade disputes, which are covered by Section 3 of this Policy, a student has the right to make good faith complaints concerning a Faculty member in their role as a classroom instructor through the process set forth in Section 2 of this Policy.

- 2.1. Primary review. A student who has a complaint against a member of the Faculty should discuss the complaint directly with the Faculty member.
2.1.1. Good faith effort. The student and Faculty member should make a good faith effort to resolve the dispute.
2.1.2. Importance of primary review. Many conflicts can be resolved through a good faith effort by the individuals in dispute. In addition, learning how to raise disputed issues is an important part of the maturation and development of a student.

- 2.1.2.1. If a student attempts to bring his or her complaint at a higher administrative level, he or she will be encouraged to address the issue with the Faculty member first, unless the issue falls within one of the exceptions set out in Section 1 of this Policy.
    - 2.1.2.2. Other administrators, likewise, shall make a good faith effort to have the student confer initially with the Faculty member.
  - 2.2. **Mediated review.** If a student does not think the matter is adequately resolved following his or her meeting with the Faculty member, or if the Faculty member is unable to discuss the issue with the student, the student may bring the dispute to the Department Chair of the Faculty member's department, or the Associate Dean or the Program Director of the student's program, if the student is a graduate student.
    - 2.2.1. The Department Chair, Associate Dean, or Program Director, as applicable, will talk with the student and with the professor or instructor and will attempt to mediate a resolution to the dispute.
    - 2.2.2. If the Faculty member is the Department Chair, Associate Dean, or Program Director, as applicable, the Academic Dean responsible for the course may designate an alternative individual to oversee the mediated review, or may deem the request for mediated review a request for review by the Academic Dean under Section 2.3 of this Policy.
  - 2.3. **Dean's review.** If a student does not think the matter is adequately resolved following the mediation of the Department Chair, the student may appeal the dispute, in writing, within ten (10) days after the student requests mediated review under Section 2.2 of this Policy, to the Academic Dean responsible for the course.
    - 2.3.1. The appeal process stops at the Academic Dean's office, except when the Faculty member is the Academic Dean responsible for the course.
    - 2.3.2. If the Faculty member is the Academic Dean responsible for the course, the student may appeal the dispute, in writing, within ten (10) days after the student brings the dispute to the Faculty member under Section 2.1 of this Policy, to the Provost.

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### 3. GRADE DISPUTES

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A student has the right to request that a professor or instructor review the student's final grade to determine whether the grade is the result of a miscalculation. The professor or instructor's ultimate decision, as set out in Section 3 of this Policy, is final.

- 3.1. **Primary review.** When a student believes that his or her final grade has been miscalculated, the student should ask the professor or instructor to review the matter.
  - 3.1.1. **Deadline.** The student must make his or her request to the professor or instructor within fourteen (14) days of the end of the semester to which the grade in question applies.

- 3.1.2. **Reporting change.** If the professor or instructor concludes that a grade change is warranted, the professor or instructor will report the new grade to the Office of the Registrar.
- 3.1.3. **Late requests.** No grade changes will be accepted by the Office of the Registrar after thirty (30) days from the end of the semester unless the grade change is authorized by the Academic Dean responsible for the course.
- 3.1.4. **Reasons for change requests.** The basis for a grade change request can only be the miscalculation of a grade.
  - 3.1.4.1. Requests for an increase in grade for the sole purpose of student eligibility for academic honors, certificates, scholarships, financial aid, Rome participation, or for graduation, or to prevent probation, suspension, or dismissal for academic deficiencies, will not be accepted.
- 3.1.5. **Additional work.** Except in unusual circumstances and only with prior approval of the Academic Dean responsible for the course, a student may not request or provide additional work for the purpose of increasing a grade after the final grade has been submitted to the Office of the Registrar.
- 3.2. **Mediated review.** If a student wishes to appeal the professor or instructor's decision, or if the student is unable to contact the professor or instructor, the student may submit a written request for review by the Academic Dean responsible for the course.
  - 3.2.1. **Deadline.** The student must make his or her request to the applicable Academic Dean within fourteen (14) days of contacting the professor or instructor, if the student does not receive a response from the professor or instructor. If the student is appealing the decision of the professor or instructor, the student must appeal, in writing, within ten (10) days of the professor or instructor notifying the student of his or her decision.
  - 3.2.2. **Meeting.** The Academic Dean or the Dean's designee will talk with the student and with the professor or instructor and will attempt to mediate a resolution to the dispute about the grade.
  - 3.2.3. **Reporting change.** If, after meeting with the Academic Dean or designee, the professor or instructor concludes that a grade change is warranted, the professor or instructor will report the new grade to the Office of the Registrar.

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#### 4. RETALIATION PROHIBITED

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The University prohibits retaliation against any Student who seeks to resolve, pursuant to this Policy, a good faith dispute with a member of the Faculty. An employee of the University who retaliates against a Student in violation of this Policy is subject to disciplinary action. The University will promptly investigate reports of retaliation and will take reasonable steps to prevent or remedy it.

- 4.1. Retaliation does not include:

- 4.1.1. A good faith allegation submitted to the Office of Student Affairs that a Student has raised a dispute under this Policy in bad faith;
- 4.1.2. An investigation by the Office of Student Affairs into an allegation that a Student raised a dispute under this Policy in bad faith; or
- 4.1.3. A disciplinary sanction issued by the Office of Student Affairs to a Student based on a finding, pursuant to applicable University policies and procedures, that the Student raised a dispute under this Policy in bad faith.

## 5. DEFINITIONS

- 5.1. “**Student**” means an individual who is enrolled at the University.
- 5.2. “**University**” and “**the University**” mean the University of Dallas.
- 5.3. “**Day**” means a business day, i.e. Monday-Friday.

## 6. RESPONSIBILITIES

Responsible Party	List of Responsibilities
Office of the Provost	1. Monitor compliance with this Policy.
Office of the General Counsel	1. Provide counsel regarding policy interpretation, application, and enforcement.

## 7. PROCEDURES

Task	Procedure
	See Policy text.

## 8. POLICY ENFORCEMENT

Enforcement	The Office of the Provost will investigate suspected violations of this Policy, and take appropriate action in accordance with University policy. The Office of the General Counsel may provide counsel regarding policy interpretation and application.
Reporting Violations	Report suspected violations of this Policy to the Office of the General Counsel or the Office of the Provost.

## 9. RELATED DOCUMENTS

Policy or Document	Web Address
Compliance Reporting Hotline	<a href="http://udallas.edu/complaint">udallas.edu/complaint</a> or <a href="https://secure.ethicspoint.com/domain/media/en/gui/19779/index.html">https://secure.ethicspoint.com/domain/media/en/gui/19779/index.html</a>
Policy CRT – Civil Rights Policy	<a href="https://udallas.edu/about/university-policies/index.php">https://udallas.edu/about/university-policies/index.php</a>

**10. CONTACTS**

<b>Subject</b>	<b>Office or Position</b>	<b>Telephone Number</b>	<b>Office Email or URL</b>
Policy Clarification	Office of General Counsel	(972) 721-5363	<a href="mailto:hlachenauer@udallas.edu">hlachenauer@udallas.edu</a>
Web Address for this Policy		<a href="https://udallas.edu/about/university-policies/index.php">https://udallas.edu/about/university-policies/index.php</a>	