

Indiana University South Bend – School of Education

# **Issue Resolution Policy and Forms**

## **Issue Resolution in the School of Education**

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The processes explained below will be utilized for issues related to instructional practices, advising, or administrative processes in School of Education (SOE). These processes will apply to complaints about course issues for all courses taught by full-time faculty and associate faculty in the School of Education. If you feel the complaint or issue is related to issue of ethnic, gender, sexual orientation, disability, racial discrimination, or sexual harassment, the student should explain the issue or situation in writing and submit a letter directly to the Dean's office. In these cases, the Dean's office implements appropriate actions according to Indiana University South Bend (IUSB) policies and regulations and fully investigates the charge.

This policy does not affect any academic policy established by the faculty of IUSB or any academic policies of the university. Many of these policies are located in the IUSB Bulletin and student handbook. The grade grievance policy for course final grades has been established by the faculty of the university. Students in the School of Education must follow that process.

### **A. Issues regarding instructional practice and student teaching**

- 1) In cases of disagreements about an instructional issue, including student teaching, the student must first discuss the issue directly with the faculty member involved and attempt to resolve the issue. An Issue Resolution form is not required at this stage. The faculty member and student should document the discussion and outcome in an anecdotal log with the date and time of the discussion noted. It is expected that most issues will be resolved. In all cases, the resolutions should meet principles of academic integrity and the policies of IUSB and the School of Education. In cases where there is not resolution, students must proceed to step 2 for associate faculty or student teaching, and proceed to step 3 for full time faculty issues not related to student teaching.

If the student attempts to contact associate faculty members and has found that the faculty member is unresponsive or unavailable, the student should provide documentation regarding the attempts and proceed to step two.

- 2) This step applies to only to associate faculty and student teaching issues. The Program Coordinator will serve as the Dean's designee. If the student and faculty member are unable to reach resolution, the student or faculty member may appeal to the Program Coordinator. A student must obtain an Issues resolution form from the Student Services office. Students must submit their request in writing and fully explain the issue. Faculty and the designee will work to resolve the issue. Resolutions must be documented with a copy to the Education Student Services Office, Dean's office, and the student. The documentation should include a brief explanation of the complaint or issue and any documentation from the prior meeting. Associate faculty members must be involved in meetings with the student and Dean's designee. If there is a lack of resolution, students may proceed to step 3.
- 3) In situations where the student and faculty member are unable to reach resolution, the student must appeal to Dean or designee of the School of Education (SOE). The appeal to the Dean must be in writing. If appropriate, the Dean or designee may choose to submit the appeal to the Curriculum and Standards Committee (C & S) for a recommendation. The Dean or designee will respond in writing to the student and Program Coordinator. When appropriate, memoranda or letters may be included in the student's advising file.

## **B. Issues regarding advising and Student Services**

- 1) In cases of complaints regarding advising issues or Student Services that pertain to the Student Services Office in the School of Education policy, students should complete the Issue Resolution form, make a copy, and submit the original to the Director of Student Services and the Dean's office. The student must also meet directly with the advisor involved and attempt to resolve the issue. The advisor and student must document the outcome of the meeting and submit this outcome to the Director of Student Services and the Dean's office. If the issue pertains to the director of student services papers may submitted directly to the dean's office.
- 2) If the complaint is not resolved, students and the advisor must arrange to meet with Director of Student Services and the Program Coordinator of their chosen major. Students must submit written documentation that fully explains the issue. All parties should attempt to reach a mutually agreed upon resolution within the structures of academic integrity, and the policies of Indiana University South Bend, and the School of Education. The Program Coordinator or Director of Student Services will respond to the student in writing with a copy to the Dean's office.
- 3) In situations where the student, Program Coordinator, and Director of Student Services are unable to reach resolution. The student must appeal to Dean or designee of the School of Education (SOE). The student appeal must have a letter attached from the Program Coordinator or Director of Student Services. The appeal to the Dean must be in writing. The Dean or designee will respond in writing to the student, Director of Student Services, and Program Coordinator. When appropriate, memoranda or letters may be included in the student's advising file.

## **C. Issues regarding School of Education practice or policy**

- 1) In cases regarding general or programmatic practices or policies in the School of Education, students should complete the Issue Resolution form, make a copy, and submit the original to the Student Services Office.
- 2) The Program Coordinator will meet with the student to discuss the issue. It is expected that most issues will be resolved at this step. The Program Coordinator will respond to the student in writing and copy the Student Services office. All parties should attempt to reach a mutually agreed upon resolution within the structures of academic integrity, and the policies of Indiana University South Bend and the School of Education.
- 3) Students who wish to further appeal must appeal in writing with the situation carefully documented and fully explained. This letter and a copy of the Issue Resolution form must be written to the chair of Program Coordinator and Curriculum and Standards Committee. The Curriculum and Standards committee has the option of denying the appeal, not considering the request, or of making a recommendation to the Dean. In such cases of denial of the appeal or of a decision to not consider the appeal, the decision of the Program Coordinator will be in effect. In all cases, the chair of the Curriculum and Standards Committee will respond to each appeal with recommendations in writing to the all involved parties and with a copy to the Dean. The Dean or designee will respond to the faculty member, student, chair of the C& S committee, and Program Coordinator if an associate faculty member. When appropriate, memoranda or letters may be included in the student's advising file.

## Process Steps to the School of Education Policy on Issues Resolution

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*Note and Context: The Curriculum and Standards Committee meets once a month for issues resolution purposes. All forms are due to the committee the last Friday of the month. Students must meet with the program coordinators prior to that time.*

*This process is appropriate when a student has an issue with advising, School of Education policy, or with an instructor. Generally, the issues resolution forms should be generated on the pretext that student issues are not solved in informal discussions or when potential solutions do not meet standards or scope of IU South Bend School of Education policies.*

- 1. Obtain the Issues Resolution Form.** Students obtain the issues resolution policy and form from a faculty member or from the Education Student Services Office. The student must complete the form and submit it to Education Student Services Office. The Education Student Services Office forwards the form to the appropriate Program Coordinator and keeps a copy for recording purposes.
- 2. Meet with the Program Coordinator.** The student and the Program Coordinator schedule a meeting to discuss the issue. *Please note that discussion with the instructor prior to this step may be required.* The program coordinator may administratively address program policies. If the Program Coordinator resolves the issue, s/he is to send a memo to the Education Student Services Director explaining the content of the meeting and detailing the resolution (if the issue has been solved) or recommendation (if the issue has not been solved). If the student wishes to appeal the decision of the program coordinator regarding program policies, they must inform the Education Student Services Office of their request and the issue will be forwarded to the faculty committee. Program coordinators will make recommendations to the committee if the issue to be resolved is a School of Education policy. Program coordinators may not alter or waive School of Education Policy.
- 3. The Education Student Services Director forwards the Issue Resolution Form to the Curriculum and Standards Committee and Dean.** If the issue pertains to SOE policies, the SOE Faculty Curriculum and Standards committee meets and makes a recommendation to the dean. The following documents are forwarded: 1) Issues Resolution Form submitted by the student; 2) Recommendation from the Program Coordinator, and 3) Additional Written Documentation from the student, record, or as requested by the committee.
- 4. The Issue is discussed by Curriculum and Standards Committee.** The Curriculum and Standards committee will meet, analyze the data provided, and write a recommendation to the dean.
- 5. Dean's Decision.** After receiving the recommendation from the Curriculum and Standards Committee, the dean will make a final determination and notify the student in writing and forward a copy of the decision to the Education Student Services Office. All decisions resulting from this process are final as this is the last step in the School of Education appeals process.

### Documentation by the School of Education

The Education Student Services office will maintain a file and periodically aggregate the data pertaining to issues and resolution per NCATE standard. Relevant information regarding each individual issue will be provided for inclusion in student's advising folder.

## Issue Resolution Cover Page

**Directions:** When completed, please make 2 copies of this form and all related documentation; retain the original. Submit one set of copies to the Program Coordinator and the second set of copies to the Education Student Services Office in Greenlawn 120.

**Student's Name** \_\_\_\_\_ **Date** \_\_\_\_\_

**IUSB Email** \_\_\_\_\_@iusb.edu **Phone** \_\_\_\_\_

**Other email** \_\_\_\_\_

**Major Area of Study** (please check one or more)

\_\_\_\_\_ Counseling and Human Services \_\_\_\_\_ Education Administration and Leadership

\_\_\_\_\_ Elementary Education \_\_\_\_\_ Secondary Education \_\_\_\_\_ Special Education

**This issue is related to** (please check one)

\_\_\_\_\_ Course or instructional issue \_\_\_\_\_ Advising \_\_\_\_\_ School of Education Process or Policy

**I have read the complaint process for the School of Education:** \_\_\_\_\_ Student's Initials

**Students must attach a typewritten/word processed document that includes a complete and detailed explanation of the issue in question.**

**Students are responsible for including all pertinent paperwork and additional documentation needed for decision-making.**

**For SoE Documentation and Routing Only**

1) Student Services Date Rec'd \_\_\_\_\_ 2) Program Coordinator: \_\_\_\_\_ 3) Date of resolution or N/A \_\_\_\_\_

4) C/S Committee \_\_\_\_\_ 5) Dean's Office \_\_\_\_\_ 6) Student Files \_\_\_\_\_

# Issue Resolution Response

## For Faculty/Staff Use Only

**Directions:** Please return this form to Education Student Services Office, Greenlawn 120

**Student's Name** \_\_\_\_\_ **Date** \_\_\_\_\_

### Recommendation

\_\_\_\_\_ Approved

\_\_\_\_\_ Denied

\_\_\_\_\_ Deferred pending further faculty input

### Explanation

**Faculty/Staff members must attach a typewritten/word processed document explaining the above recommendation.**

**Faculty/Staff members should include all pertinent paperwork and additional documentation used for decision-making.**

**Faculty/Staff Signature**

\_\_\_\_\_ **Date** \_\_\_\_\_