

USE OF FACILITIES REQUIREMENTS

Approved By	Approval Date	Effective Date	Related ISU Policies
President Daniel J. Bradley	June 2016	June 2016	Policy 460 Student Grievances

Procedures for Investigation and Resolution of Student Grievances

Any currently enrolled student or student enrolled in the previous term may submit a grievance alleging improper, unfair or arbitrary action or inaction by an employee of Indiana State University that adversely affects the student in a personal or academic capacity. See [Policy 460 University-Wide Student Grievances](#).

Students should be aware that complaints against other students, general complaints about employees or institutional rules and regulations, grade appeals, allegations of discrimination, program dismissals and financial aid appeals, and code of student conduct violations cannot be the subject of a student complaint. The student grievance policy is intended to address employee conduct that is personal to an individual student or group of students. Student complaints that affect all class members or all advisees, including modification to class meeting times, faculty absences, or other general complaints about a faculty member or advisor should be addressed to the employee's chair or supervisor or submitted through the Student Complaints and Grievances electronic form. Complaints of this nature will be addressed by the chair or supervisor of the employee.

Students who wish to grieve the improper, unfair or arbitrary action or inaction of an ISU employee should initiate the grievance process by submitting the electronic form on the [Student Complaints and Grievances webpage](#).

The Ombudsperson or other support person designated by the Division of Student Affairs will be notified of the submission and will be available for consultation about the rights and responsibilities of the student throughout the grievance process. Faculty Senate and Staff Council leadership units will work with the Office of Human Resources and the Office of Academic Affairs to appoint and train employee support persons available for consultation about the rights and responsibilities of employees throughout the grievance process.

I. Informal Resolution of Grievances.

A student is strongly encouraged, but not required, to participate in the informal resolution process by contacting the ISU employee directly. Ideally these attempts will involve an initial face-to-face meeting between the student and ISU employee, but a student can also utilize email if more convenient or appropriate under the circumstances. The Ombudsperson or designee will be available to advise the

student in advance of attempts to informally resolve the grievance. The Ombudsperson or designee will also be available to meet informally with the ISU employee, the supervisor or department chair or Dean or Associate Dean, and the student to attempt to mediate the grievance. Other mediation options are available if agreed to by both parties.

The grievance may be informally resolved at any point. The use of the informal resolution process will not impact the timeline for filing of a formal grievance.

II. Formal Grievance.

- A. A student may submit a formal grievance in writing to the Division of Student Affairs within 45 calendar days of the end of the academic term in which the event or series of events that constitute the primary allegations in the grievance occurred. The grievance should be complete and contain all relevant information.
- B. The written grievance must include:
1. A concise description of the act or inaction,
 2. All facts relevant to the grievance,
 3. The resolution sought from the employee or the university,
 4. All arguments in support of the desired solution, and
 5. Relevant supporting documentation.
- C. **Review of Grievance.** Upon receipt of the written grievance, designated representatives from the Division of Student Affairs and the Office of the Provost and Vice President for Academic Affairs will make a determination about whether or not the written documentation sets forth a valid grievance under this policy. The designated representatives will consult the Faculty Senate Chair, or designee, for grievances involving faculty. The designated representatives will consult the Staff Council Chair for grievances involving staff. The grievance will be dismissed if, a) one or more of the enumerated exclusions in Policy 460 Student Grievances applies, b) the student has failed to comply with these procedures, or c) if there is no evidence of the alleged action or inaction based upon the materials submitted. Both the student and employee will be notified of the decision. The designated representatives may, if appropriate, request additional information to make the determination of dismissal of the grievance. If the grievance is dismissed because an exclusion applies, the designees will clearly communicate how the student may continue to pursue the issue. The materials submitted and the existence of the grievance will be kept private by those involved in the review process.
- D. **Notification and Resolution.** If a determination is made that the student's written submission alleges a valid grievance under this policy, one of the representatives will:
1. Notify the student and employee named in the written grievance of the results of the review.
 2. Provide the employee with a copy of the student grievance submission.
 3. Notify the student grievant and the employee of the employee's right to submit a written response within fourteen (14) calendar days.

4. Provide the student grievant with a copy of the employee response, if any.
5. Gather other documentary evidence, if available, to be reviewed by the Student Grievance Committee.
6. Notify both the student grievant and the employee of their rights before, during, and after the Student Grievance hearing.
7. Notify the Student Grievance Committee of the grievance and schedule the grievance hearing within fourteen (14) calendar days following the determination that the grievance should go forward. This time may be extended in the event of extenuating circumstances and upon notice to both parties.
8. Submit the grievance, the employee's response, and any other relevant information to the Student Grievance Committee in advance of the hearing.

E. **The Student Grievance Committee.** The Student Grievance Committee shall be comprised of three students, three faculty members, and three staff members, along with two alternates from each group. The faculty and staff members will serve rotating, three-year terms. The student members will serve rotating two-year terms. Respecting the diversity of the campus, the governance units are responsible for the nomination of five members for each vacancy, while the President is responsible for the appointment of members and alternates from nominees provided by the governance units. Student grievances involving faculty (or staff acting in a faculty role) will have a committee comprised of the three student members and the three faculty members. Student grievances involving staff will have a committee comprised of the three student members and the three staff members. Alternate members of the student grievance committee will be utilized in the event a Committee member is unavailable for the hearing.

F. **Training.** The Student Grievance Committee will be trained on the policy and procedures by the General Counsel. The training will include particular focus on conflict of interest, privacy of records and committee deliberations, and standards of evidence.

G. **Standard of Evidence.** The Student Grievance Committee is charged with: (1) determining whether it is more likely than not that employee engaged in improper, unfair, arbitrary action against the student that adversely affected the student in a personal or academic capacity; and (2) making a recommendation as to sanctions and/or academic modification should the committee determine that improper, unfair, or arbitrary action against the student occurred. The Committee will use a reasonableness standard in making its determination and recommendation.

H. **Rights of the Student.** The student shall have the right to:

1. Submit a written grievance and a list of possible witnesses.
2. Have a support person present during the Student Grievance hearing. This individual must be an ISU employee or student, will not act as an advocate, and will not have the right to speak but the student may consult with the support person during the hearing.
3. Make statement to the Student Grievance Committee.
4. Review the response of the employee in advance of the hearing.
5. Review all material presented to the Student Grievance Committee in advance of the hearing, subject to paragraph J below.
6. Have the opportunity to confront any witnesses that may present information in person to the committee and to rebut any documentary information.

- I. **Rights of the Employee.** The employee shall have a right to:
1. Submit a written response to the grievance and a list of possible witnesses.
 2. Have a support person present during the Student Grievance hearing. This individual must be an ISU employee or student, will not act as an advocate, and will not have the right to speak but the employee may consult with the support person during the hearing.
 3. Make a statement to the Student Grievance Committee.
 4. Review the written grievance submission of the student in advance of the hearing.
 5. Review all material presented to the Student Grievance Committee in advance of the hearing, subject to paragraph J below.
 6. Have the opportunity to confront any witnesses that may present information in person to the committee or to rebut documentary information.
- J. **Materials.** All material submitted or reviewed will be considered private and shared only with those with a need to know or as otherwise required to be shared by law. The parties will agree to abide by privacy protections in advance of receipt of the materials.
- K. **Communication.** Communication outside of the normal course of the hearing by any party or his or her representatives with the members of the Student Grievance Committee about the substance of the student grievance is prohibited. Those individuals serving in a support role must agree prior to attendance at the hearing that they will not release information publicly about the contents of the hearing.
- L. **Hearing.** The Student Grievance Committee shall elect a chair to moderate the hearing. The Committee will interview both parties and any witnesses that they deem relevant to the proceedings. Videoconference interviews are an acceptable means of attending the meeting. The hearing will be closed to the public and neither party will be present for the Committee's deliberation. The Committee will attempt to conclude the hearing within one day.
- M. **Determination.** The Committee will set forth their determination, the rationale for the decision, and the recommendation as to sanctions and academic modifications, if any, and forward the determination to the Vice President of the employee's division. If sanctions are recommended by the Committee, the Vice President will make the final recommendation/decision following the disciplinary policies and procedures found in the University Handbook.
- N. **Notification.** The student and the respondent will be notified of the outcome of the hearing by the appropriate Vice President promptly but no later than five (5) days following the determination by the committee.

III. Appeal

- A. **Timing.** Either party may appeal the outcome of the hearing to the President within ten (10) calendar days of notification of the Committee's decision by submitting a written appeal to the Office of the President.
- B. **Basis.** The only basis of appeal to the President is lack of due process.

C. **Decision.** The President will issue a final decision on the written appeal within ten (10) calendar days.

Review / Approval	Details
President	President Daniel Bradley reviewed and approved the procedure in June 2016.

ISU FACILITIES

Conference and Event Services

Sycamore Banquet Center
Hulman Memorial Student Union meeting rooms
Dede Activity Center
University Hall Auditorium
University Hall Atrium
Normal Hall
Quadrangle
Library Events Area
Dede Plaza
Outdoor Center
Heritage Ballroom and Lounge
Magna Carta Room
Tilson Auditorium
Hulman Center Meeting Room – Complex currently under renovation.
Hulman Center Main Activity Floor – Complex currently under renovation.
Recital Hall
ISU classrooms and conference rooms for external groups (various buildings)

Department of Intercollegiate Athletics

ISU Arena
Memorial Stadium
The Rentschler Practice Facility
Sycamore Stadium and Bob Warn Field
Price Field
Gibson Track and Field Complex
John McNichols Training Track at Athletic Indoor Facility
Student Recreation (external groups should contact Conference and Event Services)
ISU Student Recreation Center (selected spaces)
Kennedy Field
Rec East
Wolf Field
Tennis Courts