FILING AND RESOLUTION OF STUDENT COMPLAINTS

Presented in alphabetic order by topic

ACADEMIC ACCOMMODATIONS COMPLAINTS

Communicated to students via:

- Undergraduate Catalog- Student Life and Services section, Academic Support Center subsection. Available on the Walsh University website under the Office of the Registrar, University Catalogs at http://www.walsh.edu/university-catalogs

- Student Handbook – Academic Services section, Student Support Center/Policies subsection. Available to registered Walsh University students on MyWalsh under the Student Life tab at https://my.walsh.edu/studentlife

- Faculty Accommodations Notification Form - provided to individual faculty members and student regarding the specific accommodations available to the student based on verification of need documents.

Policy: Faculty and staff reserve the right to refuse academic accommodations to any student who has not had an official Faculty Accommodations Notification processed through the ASC. However, once the Faculty Accommodations Notification has been sent to that faculty/staff member, Federal law enjoins staff to provide the accommodations marked whenever the student requests these within the specified time-frame. If a student wishes to file a complaint because (s)he feels that a faculty or staff member (who has received the notification) is unfairly denying the student the accommodations specified within the notification, the student must contact the ASC Director by e-mail within two (2) calendar weeks of the incident to begin an investigation.

Resolution: Faculty and staff reserve the right to refuse academic accommodations to any student who has not had an official Faculty Accommodations Notification processed through the ASC. However, once the Faculty Accommodations Notification has been sent to that faculty/staff member, Federal law enjoins staff to provide the accommodations marked whenever the student requests these within the specified time-frame. If a student wishes to file a complaint because (s)he feels that a faculty or staff member (who has received the notification) is unfairly denying the student the accommodations specified within the notification, the student must contact the ASC Director by e-mail within two (2) calendar weeks of the incident to begin an investigation. Upon receipt of this e-mail, the ASC Director will contact the instructor in question within seven (7) days and request a written description of the incident. The ASC Director will then discuss the issue with both the student and the instructor with the intent of resolving the issue as soon as possible. If the student and/or instructor are unsatisfied with the result, the ASC Director will next contact the chairperson of the division in which the instructor teaches, again with the intent of resolving the issue. If the issue is again not resolved, then the ASC Director will call a special meeting of the ADA Committee, at which the Committee will discuss the issue with input from both the student and the instructor and then give a final recommendation on the issue to the Provost, whose decision and action are final.
ACADEMIC DECISIONS AND GRADE APPEALS

Communicated to students via:

- Undergraduate Catalog - Academic Policy section, Academic Appeals sub-section
  Available on the Walsh University website under the Office of the Registrar, University Catalogs at http://www.walsh.edu/university-catalogs

- Graduate Catalog; Graduate Policies section, Academic Appeals sub-section
  Available on the Walsh University website under the Office of the Registrar, University Catalogs at http://www.walsh.edu/university-catalogs

- Student Handbook- Student Input section, Academic Appeal sub-section
  Available to registered Walsh University students on MyWalsh under the Student Life tab at https://my.walsh.edu/studentlife

Academic Appeals Policy: All students have the right to appeal a grade or academic decision that he or she believes to be in error or unfair. Students who believe they have been unfairly treated should first voice their concerns directly with the individual faculty member or administrator and attempt to resolve their concerns.

When grading or program issue cannot be resolved through direct meetings with the faculty or administrator responsible, students may appeal or bring their concerns to the Division Chair or Dean of the School. The Division Chair/Dean will review the issues with the student and faculty member and make a determination regarding action to be taken.

When issues are not resolved by the forgoing steps, the student may initiate a formal written appeal to the Office of Academic Affairs. The Dean may forward such appeal to an ad hoc Faculty Review Committee for its review and recommendation. A formal appeal should not be entered upon lightly by the student, nor lightly dismissed by an instructor. A formal written appeal may be made no later than the sixth week of the following semester or by a preset date in cases of suspension and dismissal. The decision of the Dean is final.

If a grade is to be changed, the instructor must submit the signed grade change form directly to the Office of the Registrar. Final grades can be changed only because of a clerical error.

ACADEMIC INTEGRITY APPEALS

Communicated to students via:

- Undergraduate Catalog - Academic Policy and Procedures section, Academic Integrity Policy and Procedures sub-section. Available on the Walsh University website under the Office of the Registrar, University Catalogs at http://www.walsh.edu/university-catalogs

- Graduate Catalog - Academic Policy and Procedures section, Academic Integrity Policy and Procedures sub-section. Available on the Walsh University website under the Office of the Registrar, University Catalogs at http://www.walsh.edu/university-catalogs

- Student Handbook – Academic Policies section, Academic Integrity Appeals Process sub-section. Available to registered Walsh University students on MyWalsh under the Student Life tab at https://my.walsh.edu/studentlife

I. POLICY STATEMENT
Academic integrity lies at the heart of student–teacher relationships involving learning, free inquiry, and the search for knowledge and truth. Inspired by the spirit of the Judeo-Christian tradition expressed in the University’s mission statement, Walsh University requires all faculty and students to act honestly, morally, and ethically in the maintenance of professional standards for learning, research, writing, and assessment. To maintain the academic integrity of the University, students are responsible for their own academic work. Academic dishonesty is not acceptable.

II. PENALTIES AND SANCTIONS
Violations of academic integrity and appropriate penalties vary in severity, and range from failure of a specific test or assignment, reduced course grade, failure of the course, probation, suspension, to expulsion from the University. The faculty member has primary jurisdiction in determining the student’s grade. However, the Office of Academic Affairs handles the process of probation, suspension or expulsion from the University, on the recommendation of the faculty member through the division chair. It is the responsibility of the faculty member to provide all documentation and supporting materials related to violation of academic integrity.

III. PROCEDURES FOR HANDLING ALLEGED VIOLATIONS
If a faculty member discovers, and/or has reason to believe that the student has committed an academic integrity violation, the faculty member checks the Academic Integrity Repository for prior offences and communicates to the student the nature of the charge, the information collected, and the penalty warranted. The faculty member determines the violation, the student’s grade, and the penalty imposed. If the student concurs with the decision, the faculty member notifies the division chair in writing of the decision and the penalty and includes any supporting materials and documentation related to the decision. The chair will send a copy of the report to the Office of Academic Affairs for inclusion in the Academic Integrity Repository file.

If the student maintains that the allegation is in error, or that the decision was unfair, he or she may submit a written appeal of the findings and/or the penalty to the division chair within ten (10) working days.

IV. ACADEMIC INTEGRITY APPEAL PROCESS
Within five (5) workdays of receiving the written appeal, the division chair/dean arranges a hearing with the faculty member and the student/s involved. At the hearing, the faculty member presents the documentation and supporting information related to the charge against the student. The student has the opportunity to challenge the charges and present any evidence refuting the charge. After the hearing, the division chair/dean either dismisses the charge or confirms the faculty member’s decision. If the issue is not resolved at this step, either the student or the faculty member may petition, within ten working days of the division chairs’ decision, that the Dean of Instruction review the case. After receiving such notification, the division chair/dean will forward his or her decision to the Office of Academic Affairs, along with all documentation and supporting information, as well as the minutes of the student’s hearing.

Upon receiving and reviewing all forwarded materials, the Dean of Instruction (with consideration of any prior violations) may interview the involved parties and then either dismiss the charge, support the decision, or seek a recommendation from an Ad hoc Faculty Review Committee. Within five working days after the Dean of Instruction requests the Ad hoc Committee members to hear the case, the chair of the committee sets a hearing date and informs the principals involved. Each side has the right to testify before the committee and to have witnesses. The Committee chair will arrange to have all documentation available to the committee members in advance of the hearing. After the committee members interview principals and witnesses, they will put their recommendation in writing to the Dean of Instruction.
After receiving the committee’s recommendation, the Dean of Instruction will sustain or deny the appeal. The Dean of Instruction also has the authority to impose a new sanction, and the Dean of Instruction’s decision is final. Within five working days of receiving the recommendation from the committee, the Dean of Instruction provides a written notice of his/her decision to the student and places a copy of the decision, along with all documentation and supporting information, into the Academic Integrity Repository.

**CRIME AWARENESS AND CAMPUS SECURITY ACT (CLERY ACT), which includes the Higher Education Opportunity Act and the Violence Against Women Act**

Communicated to students via:

- Student Handbook – Student Rights and Responsibilities section, Safety and Security - Crime Awareness and Campus Security Act/ Campus Sex Crimes Prevention Act sub-section
  Available to registered Walsh University students on MyWalsh under the Student Life tab at [https://my.walsh.edu/studentlife](https://my.walsh.edu/studentlife)

- Campus Security and Fire Report, distributed by October 1st annually via e-mail to all students and employees; Printed copies of the report are available in the Campus Police Offices, Student Affairs office, Residence Life professional staff offices, Human Resources Office, Admission Offices, and each School for Professional Studies sites; Available online at www.walsh.edu/campus-police

The information included in this report is part of Walsh University’s continued commitment to safety and security on and off campus, and is provided in compliance with the Crime Awareness and Campus Security Act of 1990 and requirements of the Higher Education Opportunity Act. The calendar year is used for reporting purposes. Information was obtained from the Walsh University Campus Police Department, Department of Residence Life, the Office of Student Affairs/Judicial Affairs, North Canton Police Department, Assistant Dean for Non-traditional Programs, Springfield Township Police (Akron School for Professional Studies), Mahoning County Sheriff’s Department (Canfield School for Professional Studies), the Medina Township Police, and the Medina City Police (Medina School for Professional Studies).

This report contains general information and should not be considered comprehensive. Policies may be updated and are available through the Walsh University Campus Police Department. Additional information can be obtained by contacting the Vice President for Student Affairs/Dean of Students at (330) 490-7301 or Campus Police at (330) 490-7474.

The Walsh University Campus Police Department is located in Region V of the U.S. Department of Education, Office of Postsecondary Education. Inquiries concerning compliance with the 1990 Campus Safety Act can be sent to: Douglas A. Parrott, Area Case Director, Federal Student Aid, U.S. Department of Education, 500 W. Madison Street, Ste 1576, Chicago, IL 60661. Telephone inquiries may also be made by calling 312-730-1511.

**DISCRIMINATION COMPLAINTS**

Communicated to students via:

- Student Handbook – General Policies section, Discrimination Policy sub-section
  Available to registered Walsh University students on MyWalsh under the Student Life tab at [https://my.walsh.edu/studentlife](https://my.walsh.edu/studentlife)

**Statement of Policy:** Walsh University does not discriminate on the basis of race, religion, age, sex, sexual orientation, color, disability, national or ethnic origin, or status as a veteran, in policies and
programs such as those specified below. This statement applies to all academic programs, all athletic programs, and to all policies and procedures concerning students and student activities. This statement applies to all personnel and administrative policies. In order to maintain its Catholic identity, Walsh University may prefer to hire individuals who are Catholic or who demonstrate adherence to the ideals expressed in the University Mission Statement. Finally, it is the policy of the University to maintain an environment free of sexual harassment and intimidation.

It is the stated policy of Walsh University to promote and maintain a campus environment free from all forms of discrimination, intimidation, and exploitation, including sexual harassment. The use of one’s institutional position or authority to promote discrimination against any individual or group or to solicit unwelcome sexual relations with a member of the Walsh University community is incompatible with the mutual trust and respect among the University community fundamental to the mission of the University. Discrimination and sexual harassment are considered unethical and unprofessional activities, especially when they involve persons of unequal power, authority, or influence. Furthermore, discrimination and sexual harassment are illegal under Title VII of the 1964 Civil Rights Act.

In accordance with the mission statement and compliance with nondiscrimination laws, Walsh University regards freedom from discrimination and sexual harassment an individual employee and student right protected by policy. Members of the Walsh community must stand against assaults upon the dignity and value of any individual. Walsh University is committed to freedom of expression; however, the value of free expression is undermined by acts of discriminatory harassment that harass, intimidate, or humiliate members of the community or create a hostile or offensive campus environment. Protected free expression ends when prohibited discriminatory harassment begins. It is imperative that members of the Walsh community know that discriminatory harassment will not be tolerated. Any member with complaints should refer to the Equity Board or Grievance Board Guidelines in this handbook for guidance on reporting such behaviors.

Refer to Supplemental Documents:
Walsh University – The Grievance Board
Walsh University – The Equity Board

FAMILY EDUCATIONAL RIGHTS AND PRIVACY ACT (FERPA) COMPLIANCE

Communicated to students via:

- Undergraduate Catalog – General University Policies section, FERPA sub-section
  Available on the Walsh University website under the Office of the Registrar, University Catalogs at [http://www.walsh.edu/university-catalogs](http://www.walsh.edu/university-catalogs)

- Graduate Catalog; Academic Policies and Procedures section, FERPA sub-section
  Available on the Walsh University website under the Office of the Registrar, University Catalogs at [http://www.walsh.edu/university-catalogs](http://www.walsh.edu/university-catalogs)

- Student Handbook – Students Rights and Responsibilities section, FERPA sub-section
  Available to registered Walsh University students on MyWalsh under the Student Life tab at [https://my.walsh.edu/studentlife](https://my.walsh.edu/studentlife)

- Walsh University Website
  Available on the Walsh University website under the Office of the Registrar at [http://www.walsh.edu/pdf/FERPA0607.pdf](http://www.walsh.edu/pdf/FERPA0607.pdf)

Notification of Rights Statement: Walsh University is covered by, and subscribes to, the Family Educational Rights and Privacy Act (FERPA) — informally known as the Buckley Amendment. Passed by the U.S. Congress, Public Law 93-380, as amended became effective November 19, 1974.
This law permits students the right of confidentiality and the right to inspect and review their educational record as maintained by the appropriate offices and agencies of the University. Also, it affords students the right to request that amendments be made to ensure that their records are accurate.

A copy of the Act and the Federal Regulations is available for examination in the University Library, the Office of the Registrar, or by accessing the Department of Education’s FERPA website at www.ed.gov/offices/OM/fpco.html. FERPA information is published yearly in the university catalog and student handbook.

Students have the right to file a complaint with the U.S. Department of Education concerning alleged failures by Walsh University to comply with the requirements of FERPA. The name and address of the office that administers FERPA is: Family Policy Compliance Office, U.S. Department of Education, 400 Maryland Avenue, SW, Washington, DC 20202-4605

FINANCIAL FEES AND CHARGES COMPLAINTS
This will support the document that Finance developed, but allow for complaints regarding any other fees/charges to be addressed.

Communicated to students via:
- Undergraduate Catalog - Financial Policies section, Withdrawal sub-section
  Available on the Walsh University website under the Office of the Registrar, University Catalogs at http://www.walsh.edu/university-catalogs

- Graduate Catalog; Graduate Policies section, Withdrawal from the University sub-section
  Available on the Walsh University website under the Office of the Registrar, University Catalogs at http://www.walsh.edu/university-catalogs

- Student Handbook – Student Rights and Responsibilities section, Withdrawal sub-section
  Available to registered Walsh University students on MyWalsh under the Student Life tab at https://my.walsh.edu/studentlife

Policy:
For any non-tuition fees or charges accrued, students have the right to make an appeal. A detailed appeal letters documenting the extenuating circumstances can be addressed to Walsh University, Fees and Charges Appeals Committee, Finance Department, Attn: Jean Massie, 2020 East Maple Street, North Canton, OH 44720.

JUDICIAL SYSTEM
STUDENT CODE OF CONDUCT

Communicated to students via:
- Student Handbook – Judicial System section, Social conduct sub-section
  Available to registered Walsh University students on MyWalsh under the Student Life tab at https://my.walsh.edu/studentlife

A student enrolling in the University assumes an obligation to conduct him/herself in a manner compatible with the University’s function as an educational institution. Students who attend functions, on or off campus, as official representatives are expected to adhere to the provisions of this code. In addition to the detailed student code of conduct listed below, all university policies – including those
governing the appropriate use of information technology as outlined in the Student Handbook are covered under this judicial system.

Normally misconduct of the following nature is subject to judicial action and/or civil and criminal penalties:

1. Dishonesty, such as cheating, plagiarism, or knowingly furnishing false or misleading information to University officials.

2. Forgery, alteration, or use of University documents, records or instruments of identification with intent to defraud. Identification cards used illegally will be confiscated, and violators — owners and possessors— will be subject to judicial action.

3. Action which disrupts or tends to disrupt teaching, research administration, judicial proceedings, or other University activities on or off University premises or which endangers or tends to endanger the safety, health or life of a person including, but not limited to, the following:
   a. Physical or verbal abuse of any person;
   b. Sexual assault of any person;
   c. Hazing in any and all forms;
   d. Disorderly conduct or loud, indecent or obscene conduct;
   e. Turning in false fire alarms or tampering with fire equipment.

4. Action which damages or tends to damage public property or private property not one’s own.

5. Appropriating for one’s own use public or private property without the consent of the owner or the person legally responsible for that property.

6. Actions inconsistent with published rules relating to the use of campus buildings and other facilities.

7. Actions inconsistent with the mission statement of the University.

8. Failure to comply with directions of University officials acting in the performance of their duties. This includes failure to attend a fact-finding meeting or judicial hearing.

9. Possession of firearms (including B-B and pellet guns), swords, arrows, explosives, or any other weapons which are strictly forbidden in the residence halls, in vehicles on campus, or on any other University owned or operated property.

10. Violations of civil laws and University regulations concerning the possession and/or use of illegal drugs and alcoholic beverages.

11. Violations of Federal, State, and municipal laws or any other conduct not included above which adversely affects the function of the University and the pursuit of its educational purposes and objectives.

Violations of Walsh University policies and procedures involving students will most often result in a fact finding investigation. Accordingly, students either directly involved with the alleged violation and/or those students indirectly involved and able to provide information leading to the resolution of the case may receive a written “Notification of Hearing” from a University official(s). The written notification will contain a brief description of the alleged violation in which the student is required to attend a scheduled judicial appointment with the official (within five business days from the date of the summons) to discuss the judicial process, particulars of the charges, and resolve the allegations. This time frame may change in serious cases, at the discretion of the Chief Judicial Officer, Vice-President for Student Affairs/Dean of Students or his/her designee.

Please be advised that the student’s failure to respond to a written notification is considered a serious violation within itself. Should a student fail to respond or elect not to respond, the Hearing Officer or Student Life Judicial Board will move forward with the case in the student’s absence. In such instances, decisions regarding recommendations or other appropriate sanctions cannot be appealed. Extenuating circumstances (i.e., documented medical emergency) will be reviewed by the Chief Judicial Officer on a
Appeals: The student shall be informed of the right to appeal the decision of the Administrative Hearing Officer or the Board to the Vice President for Student Affairs/Dean of Students. Such an appeal must be submitted in writing within three (3) business days of the Administrative Hearing Officer’s or Board’s decision.

Grounds for the appeal must be contained in the appeal request and must be based on due process issues. During the appeal review, sanctions may be held in abeyance at the discretion of the Vice President. The Vice President shall make a determination of the appeal within seven (7) business days of receipt of the appeal. The Vice President’s decision is final. In a case where the Board is recommending suspension or expulsion, an appeal can be made to the Vice President as stated above.

The Vice President’s decision is final. If the Board recommends that a student be suspended or expelled from the University, the Board will make this recommendation to the Vice President. In such a case, the Vice President’s decision is final.