

FILING AND RESOLUTION OF STUDENT COMPLAINTS

Presented in alphabetic order by topic

ACCESSIBILITY SERVICES COMPLAINTS

Communicated to students via:

- Walsh's Website – Accessibility Services, Policies subsection. Available on the Walsh University website at <https://www.walsh.edu/oas-policies>.

Dispute Resolution Procedures

DISPUTES REGARDING ELIGIBILITY FOR DISABILITY-RELATED SERVICES

The following procedure has been established in the event a student wishes to appeal a decision made by the Director of Academic Support Services regarding eligibility for services or eligibility for a specific accommodation:

1. Request an appointment to meet with the Director of Academic Support Services who has reviewed the documentation and made the original determination.
2. If the student is still dissatisfied after this meeting, he/she may request an appointment to meet with the Associate Vice President and Dean of Academic Administration, whose decision and action are final.

DISPUTES REGARDING FACULTY/STAFF DELIVERY OF DISABILITY-RELATED SERVICES

Students are encouraged to proactively communicate with faculty and Accessibility Services to coordinate accommodations. The following procedure has been established in the event a student wishes to file a complaint because he/she feels that a faculty or staff member who has received an accommodation letter is unfairly denying the student the accommodation:

1. Student must contact the Director of Academic Support Services to request a meeting to discuss the concern. The Director of Academic Support Services will discuss the issue with both the student and the instructor with the intent of resolving the issue as soon as possible. If the concern cannot be resolved at this level, initiate Step #2.
2. If the student and/or instructor are dissatisfied with the result, the Director of Academic Support Services will contact the Dean, Division Chair, or Program Director in which the instructor teaches with the intent of resolving the issue. If, after this consultation, the situation is not rectified to the student's satisfaction, initiate Step #3.
3. The Director of Academic Support Services will contact the Associate Vice President and Dean of Academic Administration who will collect input from both the student and the instructor. The decision and action of the Associate Vice President and Dean of Academic Administration is final.

ACADEMIC DECISIONS AND GRADE APPEALS

Communicated to students via:

- Undergraduate Catalog- Academic Policies and Procedures section, Academic Appeals sub-section. Available on the Walsh University website at <http://catalog.walsh.edu/>.
- Graduate Catalog - Academic Policies and Procedures section, Academic Appeals sub-section. Available on the Walsh University website at <http://catalog.walsh.edu/>.
- Student Handbook – Academic Integrity Policies and Procedures section, Academic Appeals subsection. Available to registered Walsh University students at <https://portal.walsh.edu/public/>.

All students have the right to appeal a grade or academic decision which they believe to be in error or unfair. Students who believe that they have been unfairly treated should first voice their concerns directly with the individual faculty member or administrator and attempt to resolve their concerns. A written appeal should not be entered upon lightly by a student, nor lightly dismissed by an instructor or administrator. When the grading or program issue cannot be resolved through direct meetings with the faculty or administrator responsible, students may submit a written appeal to the Division Chair or School Dean. The written appeal must be submitted no later than two calendar weeks after the release of final grades. The Division Chair or School Dean will review the issues with the student and faculty member and then make a written determination regarding the action to be taken. If the student elects to appeal the Division Chair or School Dean's decision, he/she must submit a separate formal appeal to the Associate Vice President and Dean of Academic Administration, which includes (a) a rationale for the appeal of the Division Chair and/or School Dean's decision, (b) the original written student appeal to the Division Chair or School Dean and (c) the official written response of the Division Chair or School Dean. This formal appeal to the Associate Vice President and Dean of Academic Administration **MUST** be submitted no later than TWO WEEKS following the decision of the Division Chair and/or School Dean in which the issue occurred or by a pre-set date in cases of suspension or dismissal. The decision of the Associate Vice President and Dean of Academic Administration is final.

If the appeal process results in a change of grade, the appropriate administrator must submit the signed grade change form to the Office of the Registrar.

ACADEMIC INTEGRITY APPEALS

Communicated to students via:

- Undergraduate Catalog - Academic Policies and Procedures section, Academic Integrity Policy and Procedures subsection. Available on the Walsh University website at <http://catalog.walsh.edu/>.

- Graduate Catalog - Academic Policies and Procedures section, Academic Integrity Policy and Procedures subsection. Available on the Walsh University website at <http://catalog.walsh.edu/>.
- Student Handbook – Academic Life section, Academic Policies subsection. Available to registered Walsh University students at <https://portal.walsh.edu/public/>.

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 the primary responsibility in determining the severity of the impact on a student’s grades in a course. In cases where the faculty member believes the severity of the offense warrants academic probation, suspension, or dismissal, such a recommendation should proceed through the division chair or school dean to the Office of Graduate Studies. It is the responsibility of the faculty member to provide all documentation and supporting materials related to violations 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 offenses 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/school dean 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 Services 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 appeal the decision in accordance with the University’s Academic Appeals procedures. Formal written appeals involving academic decisions in graduate programs will be adjudicated by the Office of Academic Services.

Academic Appeals

All students have the right to appeal a grade or academic decision which they believe to be in error or unfair. Students who believe that they have been unfairly treated should first voice their concerns directly with the individual faculty member or the responsible program director and attempt to resolve their concerns. A written appeal should not be entered upon lightly by a

student, nor lightly dismissed by an instructor or administrator. When the grading or program issue cannot be resolved through direct meetings with the faculty or responsible program director, students may submit a written appeal no later than two calendar weeks after the release of final grades to the School Deans of the respective academic programs (Business, Nursing, Counseling, Physical Therapy) or the Division Chair for Education or the Division Chair of Humanities (for Theology) who will review the issues with the student and faculty member and then make a written determination regarding the action to be taken. The decision of the Division Chair of Humanities may also be appealed to the Dean of Arts and Sciences within two weeks of the Division Chair's decision. If the student elects to appeal the Division Chair (Education) or School Dean's decision, he/she must submit a separate formal appeal to the Office of Academic Services, which includes (a) a rationale for the appeal of the Division Chair and/or School Dean's decision, (b) the original written student appeal to the Division Chair or School Dean and (c) the official written response of the Division Chair or School Dean. This formal appeal to the Associate Vice President and Dean of Academic Administration **MUST** be submitted no later than TWO WEEKS following the decision of the Division Chair and/or School Dean in which the issue occurred or by a pre-set date in cases of suspension or dismissal. The decision of the Office of Academic Administration is final.

V. DEFINITIONS

Academic Dishonesty

The definition of Academic dishonesty is the fabrication or misrepresentation of work, either intentional or unintentional, which includes, but is not limited to, plagiarism, cheating, lying, forgery, sabotage, bribery, and the multi-submission of work.

Plagiarism

Plagiarism is the representation of the works, ideas, data, or arguments of others as one's own. Whether quoting, paraphrasing, or reiterating others' ideas, students are responsible for documenting any materials taken from other sources. This means that students identify the source through footnotes, quotation marks and/or other forms of documentation. Sources include books, magazines, newspapers, electronic media, private letters, interviews, or other individuals' work. Additionally, a classroom paper must not be merely a series of phrases, sentences, or paragraphs copied from a source or sources.

Cheating

Cheating is using, or attempting to use, unacknowledged or unauthorized materials, information, data, or ideas. In addition to plagiarism, looking at another student's materials and/or using unauthorized external aids of any sort during an exam or completion of assignments is also cheating.

Lying

Lying is the intentional misrepresentation of facts or situations relevant to students' performances in the academic setting.

Forgery

Forgery is the fabricating, altering or counterfeiting of images, documents, or signatures on any information, data, or documents.

Sabotage

Sabotage means deliberately impairing, destroying, damaging, or stealing another's work or working materials such as lab experiments, library resources, computer programs, term papers, exams, or projects.

Bribery

Bribery means offering any service or article with the purpose or effect of receiving a grade or other academic benefit not earned on the merits of the academic work.

Multi-Submission of Work

A classroom paper of any type must be the work of the student submitting it. Student should normally submit credit work for only one course, unless the instructor(s) grant prior written consent for submission to meet requirements for any other course.

Academic Integrity Repository

A confidential file of student academic Integrity violations kept electronically in the Office of Academic Affairs by the Associate Vice President and Dean of Academic Administration. Faculty may request confirmation of prior student offenses.

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 – Campus Safety Section, Crime Awareness and Campus Security Act subsection. Available to registered Walsh University students at <https://portal.walsh.edu/public/>.
- 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 the Digital Campus. Available on the Walsh University website at <https://www.walsh.edu/campus-police>.

Walsh University continues to be committed to the safety and security of members of the Walsh community both on and off campus. Accordingly, the Campus Safety and Security Report that provides information in compliance with the Crime Awareness and Campus Security Act of 1990 is printed each Fall. Information contained within this report is obtained from the Walsh University Campus Police Department, Department of Residence Life, the Office of Student Affairs/Judicial Affairs Student Conduct, North Canton Police Department, Assistant Dean for Non-traditional Programs, and Springfield Township Police Department (School for Professional Studies, Akron campus).

This report contains general information and should not be considered comprehensive. These reports are available throughout the year from Campus Police, Human Resources, Admissions, and Student Affairs. Additional information can be obtained by contacting Student Affairs 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, 1576, Chicago, IL 60661. Telephone inquiries may also be made by calling 312.730.1511.

Effective October 28, 2003, information is also made available regarding the Campus Sex Crimes Prevention Act of 2002. Accordingly, sexual offenders are required by law not only to register with their local sheriff, but also to notify the state if they are a student at or work on the campus of an institution of higher education. A listing of sexual offenders for each county is available on the Stark County Sheriff's website at www.sheriff.co.stark.oh.us or by calling the Stark County Sheriff's Office at 330.430.3800.

DISCRIMINATION COMPLAINTS

Communicated to students via:

- Student Handbook – General University Policies section, Campus Policies subsection. Available to registered Walsh University students at <https://portal.walsh.edu/public/>.

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 Title IX Coordinator or the Equity Board or Grievance Board Guidelines in this handbook for guidance on reporting such behaviors.

FAMILY EDUCATIONAL RIGHTS AND PRIVACY ACT (FERPA) COMPLIANCE

Communicated to students via:

- Undergraduate Catalog- General University Policies section, Notification of Rights Under the Family Educational Rights and Privacy Act (FERPA) sub-section. Available on the Walsh University website at <http://catalog.walsh.edu/undergraduate/general-university-policies/>.
- Graduate Catalog - General University Policies section, Notification of Rights Under the Family Educational Rights and Privacy Act (FERPA) sub-section. Available on the Walsh University website at <http://catalog.walsh.edu/graduate/graduate-policies/>.
- Student Handbook – General University Policies section, The Family Educational Rights and Privacy Act (FERPA) subsection. Available to registered Walsh University students at <https://portal.walsh.edu/public/>.
- Walsh’s Website – Current Students section, Office of the Registrar subsection. Available on the Walsh University website at <https://www.walsh.edu/office-of-the-registrar>.

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 and 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. Copies of the Act and the Federal Regulations are available for examination in the University Library, the Office of the Registrar, or by accessing the Department of Education’s FERPA web site at www.ed.gov. FERPA information is published yearly online at www.walsh.edu, in the University catalog and in the student handbook.

FINANCIAL FEES AND CHARGES COMPLAINTS

Communicated to students via:

- Undergraduate Catalog- Financial Policies section, Withdrawal Policy subsection. Available on the Walsh University website at <http://catalog.walsh.edu/undergraduate/financial-policies/>.
- Student Handbook- General University Policies section, Financial Policies subsection. Available to registered Walsh University students at <https://portal.walsh.edu/public/>.

If a student withdraws or reduces the number of credit hours after the refund period for reasons beyond his or her control, a detailed letter may be submitted to the Fees and Charges Appeals Committee explaining the extenuating circumstances. Poor academic performance will not be considered as grounds for appeal. The University will not grant a refund of charges for any withdrawal or reduction in hours beyond the established deadline without an approval from the Fees and Charges Appeals Committee. Detailed appeal letters documenting the extenuating circumstances can be addressed to: Walsh University, Fees and Charges Appeals Committee Finance Department, Attn.: Sarah Sowers, 2020 East Maple Street, North Canton, Ohio 44720.

STUDENT CONDUCT SYSTEM

STUDENT CODE OF CONDUCT

Communicated to students via:

- Student Handbook – Student Life section, Student Conduct subsection. Available to registered Walsh University students at <https://portal.walsh.edu/public/>.

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. Normally misconduct of the following nature is subject to disciplinary 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 disciplinary 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.

Violation of any of the standing rules of the residence halls, University regulations, or any conduct deemed to be such as to require the removal of the student from the residence hall for more than thirty (30) days shall be grounds for expulsion from school and termination of the room and board contract without refund. In case of such termination, the room deposit will be forfeited.

Violations of University policy and residence hall regulations are reviewed by the Vice President for Student Affairs. Each student, along with the staff, has the right to make conduct referrals to the Vice President for Student Affairs.

If the violations and/or violators are of such a nature that the Vice President for Student Affairs determines the person who has violated policies is of danger to other students or disruptive enough to the University environment, s/he may immediately remove the person from campus until such a time as a conduct hearing may be scheduled. These incidents, along with those involving sexual harassment and sexual assault, may result in an Administrative Conduct Hearing with the Vice President for Student Affairs or his/her designee, who will serve as the sole Hearing Officer.