

## **Appendix B.1.a.**

### **Dean of Students Complaint and Grievance Policy**

## Dean of Students Complaint and Grievance Policy

Website: <https://www.uwgb.edu/dean-of-students/policies-procedures/students.asp#complaints-grievances>

Complaints & Grievances

### Bias Motivated Incident / Crime Reporting Form

The Dean of Students Office welcomes your comments and will help you to resolve differences which may occur. Differences of opinion and misunderstandings can occur in any community and the University of Wisconsin-Green Bay has procedures which ensure your right to file a grievance or make a complaint.

#### Academic Grievance

Students who have grievances related to course grades, conduct of classes or other course matters should address those complaints first with the instructor of the course. If the student is not satisfied with the resolution, the grievance can then be taken to the chairperson of the appropriate academic department and, if resolution is not achieved there, the student may then go to the appropriate academic dean.

#### Non-Academic Grievance

Students who have grievances related to University staff should first address those complaints directly with the individual. If the student is not satisfied, the grievance can then be taken to the appropriate supervisor of that department and, if resolution is not achieved there, the student may then go to the Dean of Students Office.

#### Student Government Association (SGA)

SGA is made up of student leaders elected by the student body. They provide the student's point of view to university officials at all levels. If you have an idea for a way to improve the University or are concerned with the status quo, SGA can be a good place to start making a difference. Student involvement is always welcome so if you really want to make a difference, become a member of SGA or one of its many branches.

#### Discrimination and Harassment

Discrimination and harassment have no place on our campus. The intent of harassment is to create a hostile or demeaning environment through inappropriate actions. Harassment can be verbal or physical in nature. Annoyances, threats, demands for favors or constant calling or e-mailing are just some ways individuals can be harassed. If a student feels he or she is being harassed in a general or sexual manner, they should contact the Dean of Students office at [\(920\) 465-2152](tel:9204652152).

Discrimination on the basis of race, color, sex, religion, national origin, age, disability or sexual orientation is not acceptable behavior at UW-Green Bay. Our campus works hard to foster acceptance and understanding of all those who bring the many different forms of diversity to our campus. If you observe or are the target of any form of discrimination, please contact the Dean of Students office at [\(920\) 465-2152](tel:9204652152) for assistance in resolving the matter.

### Discrimination and Harassment Policy

## Students with Disabilities

Students who have concerns about physical accommodations or violations of the Americans with Disabilities Act should contact the ADA Coordinator at [\(920\) 465-2380](tel:9204652380). If you need to arrange for academic accommodations, contact Disabilities Services at [\(920\) 465-2841](tel:9204652841) to discuss what resources are available to assist in your academic success.

## Faculty & Staff Complaint Procedures

Please visit the UW-Green Bay Human Resources Web site for more information on complaint procedures.

## Dean of Students – Harassment and Discrimination Policy and Procedure

Website: <https://www.uwgb.edu/dean-of-students/files/Harassment-Discrimination-Policy.pdf>

### POLICY AND PROCEDURES PROHIBITING HARASSMENT AND DISCRIMINATION

#### I. STATEMENT OF POLICY

The University of Wisconsin-Green Bay is committed to maintaining a learning and working environment that is free of bias, prejudice, and harassment—an environment that supports, nurtures, and rewards career and educational advancement on the basis of ability and performance. Discrimination against or harassment of any member of the University community based upon race, color, religion, sex, sexual orientation, gender and/or gender identity or expression, marital or parental status, genetic information, national origin, ethnicity, citizenship status, veteran or military status (including disabled veteran, recently separated veteran, other protected veteran, or Armed Forces service medal veteran status), age, disability, use or nonuse of lawful products off the employer's premises during nonworking hours, declining to attend a meeting or participate in any communication about religious matters or political matters, or any other category protected by law, and any other legally protected basis is prohibited by law and undermines the character and purpose of the University. Such harassment and/or discrimination is illegal and against University policy and will not be tolerated.

This policy covers all members of the University community and those who affect the University community such as vendors or visitors. The University encourages everyone to report all incidents of harassment regardless of who that offender may be.

#### II. DEFINITION OF PROHIBITED HARASSMENT AND DISCRIMINATION

A. Discrimination is conduct that adversely affects any aspect of an individual's employment, education, or participation in an institution's activities or programs, or has the effect of denying equal privileges or treatment to an individual on the basis of one or more characteristics of that individual's protected status or category as defined herein.

B. Prohibited discrimination occurs when an individual is treated less favorably with respect to the terms and conditions of employment or education, or with respect to the individual's receipt of employment or educational benefits, because of his or her membership in a protected class. Accordingly, all employment-related decisions including, but not limited to decisions relating to recruitment, hiring, promotion, transfers, benefits and any other terms and conditions of employment, will be based only on valid job requirements and made without regard to the employee's or applicant's race, color, religion, national origin, gender identity, sex, sexual orientation, marital status, pregnancy, age, physical disability, mental disability, medical condition, covered veteran status, or other characteristic protected by federal or state law. Similarly, all education-related programs and activities, including, but not limited, to admissions, financial aid, academic programs, research, housing, athletics, and other extracurricular activities will be administered without regard to the student's or applicant's race, color, religion, national origin, sex, sexual orientation, age, physical disability, mental disability or other characteristic protected by federal or state law.

C. *Discriminatory Harassment* is a form of discrimination consisting of unwelcome verbal, written, graphic or physical conduct that: Office of Human Resources (920) 465-2390 • [hr@uwgb.edu](mailto:hr@uwgb.edu) • [www.uwgb.edu/hr/](http://www.uwgb.edu/hr/) Revised: 8/6/2014 Page 2 of 5

1. Is directed at an individual or group of individuals on the basis of the individual or group of individuals' actual or perceived protected status, or affiliation or association with person(s) within a protected status (as defined herein above); and
2. is sufficiently severe or pervasive so as to interfere with an individual's employment, education or academic environment or participation in institution programs or activities and creates a working, learning, program or activity environment that a reasonable person would find intimidating, offensive or hostile.

To constitute prohibited harassment, the conduct must be both objectively and subjectively harassing in nature. Harassment may include but is not limited to verbal or physical attacks, threats, slurs or derogatory or offensive comments that meet the definition set forth herein. Harassment does not have to be targeted at a particular individual in order to create a harassing environment, nor must the conduct result in a tangible injury to be considered a violation of this policy. Whether the alleged conduct constitutes prohibited harassment depends on the totality of the particular circumstances, including the nature, frequency and duration of the conduct in question, the location and context in which it occurs and the status of the individuals involved.

D. Individuals are specifically prohibited from using institution technology (computers, e-mail systems, voice mail systems, and webpages) in any manner that would constitute prohibited discrimination.

### III. RESPONSIBILITY TO REPORT

All members of the University community should report incidents of harassment or discrimination in order to support the University policy.

In order to assure the University is free of prohibited harassment and discrimination, University officers, deans, department heads, faculty members, directors and supervisors are required to report all incidents of harassment and discrimination that they may have witnessed or have been advised of.

The most appropriate recipients of reports are:

1. Dean of Students if the alleged harasser or prohibited conduct is by a student;
2. The Office of Human Resources and Affirmative Action if the alleged harasser or prohibited conduct is by an employee, including a student employee; and
3. The Office of Human Resources and Affirmative Action if the alleged harasser or prohibited conduct is by a visitor, vendor or other third-party.

It is not always easy to interpret words or actions that may be ambiguous and one may think are inappropriate. Therefore, the offices noted above are available to discuss the circumstances and address matters before they become severe or pervasive.

If a report is made to any of these offices, and that is not the appropriate office to receive the report, it becomes the responsibility of that office to forward the report to the appropriate office. If any of the persons at these offices is implicated, or if a conflict of interest arises, the report should be made to the Office of Human Resources and Affirmative Action. If that office is implicated, the report should be made to the Vice Chancellor for Business and Finance. Office of Human Resources (920) 465-2390 • [hr@uwgb.edu](mailto:hr@uwgb.edu) • [www.uwgb.edu/hr/](http://www.uwgb.edu/hr/) Revised: 8/6/2014 Page 3 of 5

#### IV. REPORTING A HARASSMENT AND/OR DISCRIMINATION COMPLAINT

All individuals who believe they have been harassed or discriminated against should file a complaint with the appropriate individuals or offices cited above. Verbal complaints should be put in writing by either the complainant or the individual who receives the complaint in order to preserve an accurate record. The written complaint should identify the parties involved; describe the harassing behavior; when and where it occurred; and identify by name or description any witnesses.

Complaints should be promptly reported so that appropriate action may be taken in a timely manner.

However, the late reporting of complaints does not prevent appropriate remedial action.

Any conduct that may be in violation of this policy will be investigated, regardless of whether a complaint is filed and appropriate remedial action will be initiated. "Complainants working under state or federal grants may have additional complaint rights and should contact the Human Resources Office for assistance.

#### V. CONFIDENTIALITY

The University has a duty to respond to allegations of discrimination (including sexual harassment) and therefore cannot guarantee absolute confidentiality once allegations are disclosed to university officials. The confidentiality of information disclosed during the course of investigations or informal resolution efforts will be respected to the extent feasible and practical. This means that information about the complaint is shared only with those individuals within the University community who "need to know" in order to effectively investigate and/or resolve the complaint. Parties with a need to know may include witnesses or university officials who need to be informed of the complaint in order to cooperate with an investigation or to implement resolution. These parties will be advised that they should keep the information confidential in the best interests of all parties.

#### VI. INVESTIGATION AND DISPOSITION OF THE COMPLAINT

Effort shall be made to complete the investigation of a complaint within thirty (30) days of the report of the complaint. Extensions of the time frame may be necessary in some circumstances.

The investigator will conduct a prompt, thorough, and impartial investigation of the complaint in the manner he or she deems necessary. The parties to the complaint will each have an opportunity to be heard during the investigation. The parties will also be informed of the status of the investigation as deemed appropriate. The investigation process is strictly internal to UW-Green Bay, so the presence of legal counsel or third parties is not permitted at any stage of the process unless otherwise required by law.

If it is determined that a violation of the University's policy has occurred, prompt remedial action shall be taken. The nature of the remedial action and the process for its implementation will depend upon the particular facts and circumstances. If remedial action involves the imposition of sanctions, appropriate disciplinary procedures will be used. Sanctions imposed may be appealed through the appropriate appeals process. The findings and intended actions shall be communicated to the complainant and the alleged respondent.

If it is determined that no violation has occurred, such findings shall be communicated to the complainant and the alleged respondent. If the results of an investigation show that the complainant knowingly filed false accusations of harassment or discrimination, or that a witness gave false statements, such individuals will be subject to the appropriate disciplinary action. Office of Human Resources (920) 465-2390 • hr@uwgb.edu • www.uwgb.edu/hr/ Revised: 8/6/2014 Page 4 of 5

## VII. RETALIATION PROHIBITED

Employees and applicants shall not be subjected to harassment, intimidation, threats, coercion or discrimination because they have filed a complaint, reported harassment or discrimination, or otherwise assisted with a protected investigation. This prohibition extends to the exercise of rights under any federal or state law protecting veterans.

The University will take every step necessary to protect the complainant and any witnesses against retaliation for reporting the harassment or discrimination or for participating in the investigation of a complaint. Any employee, faculty member, or student who retaliates against an individual who complains of harassment or discrimination, witnesses harassment, or participates in the investigation of a harassment or discrimination complaint violates University policy and may be subject to sanctions. Complaints of retaliation should be reported as violations of this policy.

## VIII. SEXUAL ASSAULT

Sexual assault is a sexual act against the will and without the consent of the victim or where the victim is incapable of giving consent. This includes conduct that would be considered criminal under Wisconsin criminal law. Since the medical, emotional and legal needs of a sexual assault complainant may differ from those of other harassment complaints, sexual assault victims should, in addition to filing a University complaint, report the assault to the police and pursue counseling and other services available at the University. Students should consult the publication UW-Green Bay Sexual Assault Policy and Procedures for guidance on medical and counseling services. Faculty and/or staff should consult UW-Green Bay Employee Assistance Program for medical and counseling service referrals.

## IX. CONSENSUAL RELATIONSHIPS

Sexual behavior that is welcome or consensual does not constitute sexual harassment under the law. However, romantic relationships in situations where one individual has greater power or authority over another or where conflicts of interest exist frequently result in claims of harassment... A "consensual relationship between a professor and his/her student, a supervisor and a subordinate, or a coach and team player are examples of such relationships. Employees are responsible for reporting the existence of such relationship to their immediate supervisor so appropriate arrangements be made for objective decisionmaking with regard to the student, subordinate or employee.

## X. EDUCATION

The University supports a complete program for the education of its community with respect to the meaning and implementation of this policy. Training will be made available on a regular basis.

## XI. RELATED POLICIES AND INFORMATION

[UW-Green Bay Policy on Violence and Threats](#)

[UW-Green Bay Sexual Assault Policy](#)

[UW-Green Bay Civility and Tolerance Statement](#)

[UW-Green Bay Consensual Relations Statement](#)

[UW-Green Bay Student Policy on Complaints and Grievances](#)

[UW-Green Bay Counseling & Health: "What to do if you are sexually assaulted."](#)

[UW-Green Bay Dean of Students/Judicial Affairs: "How to Report an Incident."](#)

UW-Green Bay Faculty Handbook  
UW-Green Bay Academic Staff Handbook  
UW-Green Bay Classified Staff Handbook  
UW System Code of Ethics and Nepotism Policies  
Chapter 230 of the Wisconsin Statutes

## Dean of Students - Report an Incident

Website: <http://www.uwgb.edu/dean-of-students/student-conduct/report.asp>

### Report an Incident

The Dean of Students Office coordinates the response to a variety of incidents across the campus. Below are three reporting forms developed to encourage the reporting of incidents. These incidents or behaviors may be severe, or a general nuisance, but we want to know what is happening, both for tracking trends, and responding in a way that supports the safe, involved and learning community UW-Green Bay is known for. By reporting an incident, you are making your UWGB a better, more caring and supportive place to study, live and work. Thank you in advance for your effort.

### Bias Incidents or Hate Crimes

The purpose of this form is to **report to the university** incidents motivated by bias or hatred which occur on and off the UWGB campus in an effort to record, respond and prevent future behaviors. By reporting such incidents, you help the university community to maintain a positive learning, living and working environment. Examples may include but are not limited to the use of degrading language or slurs, spoken or written, or degrading behavior directed at women, men, gays, lesbians, individuals with visible or hidden disabilities or language or behavior that is racist, anti-Semitic, etc. Incidents that rise to the level of a crime should also be reported to UWGB Public Safety ([920-465-2300](tel:920-465-2300)). **This form does not substitute for reporting violations pursuant to existing policies regarding sexual harassment, or discrimination.** Following the submission of the form you will be contacted by the Dean of Students Office and offered the opportunity to come in and discuss the incident with a member of our staff.

### Students of Concern

Life happens while you are busy being a student. Some of the twists and turns along the college path take students to a dark place. Others just get lost. The Student Review Team reaches out to help students when they need help the most. By **completing this form** it is an opportunity to offer a student help so they can get back on the path that brought them to UWGB, the path to a degree. Help a student the way you would want to be helped. By knowledgeable, caring and respectful professionals dedicated to helping students achieve their dreams.

### General Incidents

Sometimes you see or hear of something and you think to yourself, "Someone should do something about that". Now is your chance to do something. It may not be urgent or a matter of life or death, but little things make a difference. So tell us about behavioral issues that you believe should be addressed by **filling out this form**. Because if we don't know about it, we can't fix it. Thanks for your help.

[Alcohol IR Template](#)

[Reporting Form](#)

## **Appendix B.1.b. Campus Incident Report**



## Campus Incident Report

This form is for the general campus community to use for submitting concerns to the Dean of Students Office regarding behavior of students, personal concerns or issues. By submitting this report you are assisting our office in being aware of a concern and providing us the opportunity to help.

### Background Information

Enable additional features by [logging in](#).

Your full name:

Connection to the University:

Your phone number:

Your email address:

Your physical address:

Nature of this report (Required):

Urgency of this report:

Date of incident (Required):  

Time of incident:

Location of incident (Required):

Specific location:

### Involved Parties

Name or Organization	Select Gender
<input type="text"/>	<input type="text" value="Please choose..."/>
Role	Phone number
<input type="text" value="Please choose..."/>	<input type="text"/>
Email address	Hall/Address
<input type="text"/>	<input type="text"/>

### Questions

Please share with us your report, concern or question (Required)

### Supporting Documentation

Photos, video, email, and other supporting documents may be attached below. 1GB maximum total size.

**Attachments require time to upload, so please be patient after submitting this form.**

### One last step ...

*Help us prevent spam reports by completing this captcha.*

**NOTE:** If you do not see a gray box with a checkbox that says "I'm not a robot", please try a different web browser.

I'm not a robot   
reCAPTCHA  
Privacy - Terms

**Submit report**

## **Appendix B.1.c. Bias Incident or Hate Crime Report**



## Bias Incident or Hate Crime Report

The purpose of this form is to report to the university incidents motivated by bias or hatred which occur on and off the UWGB campus in an effort to record, respond and prevent future behaviors. By reporting such incidents, you help the university community to maintain a positive learning, living and working environment. Examples may include but are not limited to the use of degrading language or slurs, spoken or written, or degrading behavior directed at women, men, gays, lesbians, individuals with visible or hidden disabilities or language or behavior that is racist, anti-Semitic, etc. Incidents that rise to the level of a crime should also be reported to UWGB Public Safety (920-465-2300). This form does not substitute for reporting violations pursuant to existing policies regarding sexual harassment, or discrimination.

### Background Information

By sharing your contact information you provide the opportunity for this issue to be responded to by giving staff the opportunity to contact you to clarify facts or the context of your concerns. Thank you for helping us respond and prevent this behavior in the future.

Enable additional features by [logging in](#).

Your full and preferred name:

Your affiliation with UWGB:

Your phone number:

Your email address:

Your physical address:

Nature of this report (Required):

Response Requested:

Date of incident (Required):

 

Time of incident:

Location of incident (Required):

Specific Location:

## Involved Parties

Involved parties would be anyone who was involved in the act, a victim of the act, or a witness to the act.

Name or Organization	Gender
<input type="text"/>	<input type="text" value="Please choose..."/>
Role of Person	Phone number
<input type="text"/>	<input type="text"/>

Please choose...	
Email address	Hall/Address

Add another

## Questions

To help us understand what happened, and the proper context, please answer the following questions.

What was the type of bias you believe motivated this incident? (Required)

- Racial
- Ethnicity/National Origin
- Religious
- Gender
- Gender Expression
- Gender Identity
- Disability
- Sexual Orientation
- Age
- Other

What is the relationship between the victim and offender? (Required)

Please describe the incident as it occurred. (Required)

How would you like to see this issue resolved? *(Required)*

### Supporting Documentation

Supporting documents could be emails, social media posts, pictures, videos or scanned documents. 1GB maximum total size.

**Attachments require time to upload, so please be patient after submitting this form.**

### One last step ...

*Help us prevent spam reports by completing this captcha.*  
**NOTE:** *If you do not see a gray box with a checkbox that says "I'm not a robot", please try a different web browser.*

I'm not a robot   
reCAPTCHA  
Privacy - Terms

**Submit report**



## **Appendix B.2. Current University Student Complaint Procedure**

Website: <http://www.uwgb.edu/provost/policies/UWGB-Student-Complaint-Procedure.pdf>

Background:

The U.S. Department of Education requires the University to keep track of student complaints. Many Areas and Divisions on campus collect and log student complaints as a matter of course. This is especially true of Student Affairs, which monitors Title IX compliance and contributes to the institution's Clery reports. However, the expectation is that students may register complaints with any Area or Division on campus and expect that their complaints will be taken seriously and that efforts will be made to resolve the issue(s) raised, if possible. To demonstrate that the institution takes this seriously, we must maintain a record of these complaints and their resolution.

The Higher Learning Commission (HLC) monitors the University's Student Complaint Reports as part of the Accreditation Process. Reports must be included in the institution's Federal Compliance Filing, and HLC site visit team will review the institution's procedures and records.

University Policy Definitions:

**Academic Grievance**

Students who have grievances related to course grades, conduct of classes, or other course matters should address those complaints first with the instructor of the course. If the student is not satisfied with the resolution, the grievance can then be taken to the chairperson of the appropriate academic department, and if resolution is not achieved there, the student may then go to the appropriate academic dean. If a resolution is not achieved with the appropriate academic dean, a student may submit a formal written complaint via the campus incident report form from the Dean of Students Office:

[https://cm.maxient.com/reportingform.php?UnivofWisconsinGreenBay&layout\\_id=1](https://cm.maxient.com/reportingform.php?UnivofWisconsinGreenBay&layout_id=1)

**Non-Academic Grievance**

Students who have grievances related to University staff (Financial Aid, Bursar's Office, Cofrin Library, Academic Advising, etc.) should first address those complaints directly with the individual. If the student is not satisfied, the grievance can then be taken to the appropriate supervisor of that department and, if resolution is not achieved there, the student may then go to the Dean of Students Office. A student may also submit a formal written complaint via the campus incident report form from the Dean of Students Office:

[https://cm.maxient.com/reportingform.php?UnivofWisconsinGreenBay&layout\\_id=1](https://cm.maxient.com/reportingform.php?UnivofWisconsinGreenBay&layout_id=1).

Additional information may be found at <http://www.uwgb.edu/dean-of-students/policies-procedures/students.asp>.

Procedure for Institutional Areas and Divisions:

1. Institutional Areas (Business & Finance, Advancement, Athletics), Academic Colleges and Schools, and non-instructional and co-curricular divisions within Academic Affairs (Student Affairs, Enrollment Services, Continuing Education and Community Engagement, Instructional Technology, Library) must maintain a **Student Complaint Record** (see below).

2. Institutional Areas and Divisions must submit a 1-2 page **summary report** to the Associate Provost on an annual basis. The report is due **June 1** of each year.
3. Each report should include the following information:
  - a. summary of the **number of complaints** received by the Area or Division during the review period;
  - b. a summary discussion of the **types of complaints** received during the review period;
  - c. a summary discussion of the **average length of time necessary to resolve complaints** during the review period; and
  - d. a brief description of **how these complaints are systematically reviewed** by the Area or Division and if the Area or Division made any **changes to policy or procedure** as a result of the complaint.

What constitutes a complaint?

For purposes of recording a complaint, all student complaints will be recorded as such at the point the student takes the issue to a third party (or further). For example, if a student complains about a grade to his or her professor, and the issue is resolved by the professor and student, then that is not a complaint. (The issue has been resolved, and the professor has done his or her job in resolving the student's issue.) However, if the issue is not resolved, and the student then takes it to the chair of his or her department, or to the dean, etc., then the involvement of the third party constitutes a complaint that needs to be recorded and tracked. When in doubt, record the complaint.

Student Complaint Record:

Each Area or Division must maintain a record of student complaints. These logs must include the following:

1. date of the complaint;
2. name of the student who lodged the complaint
3. brief description of the complaint;
4. brief description of how complaint was resolved;
5. date of complaint resolution; and
6. any supporting documentation loaded into the log (or database), removing appropriate redaction of identifying marks.

The exact format of complaint record is up to the Area or Division. One simple record might look like this:

Date of Complaint	Last Name	First Name	Complaint	Outcome	Investigator	Date of Resolution
11/5/2008	Smith	Patty	Complaint alleged graduate instructor was treating student unfairly, resulting in unfair final grade.	Complaint was investigated by a graduate faculty from another department, and concluded that there was no evidence of unfair or unjust behavior on part of the instructor. Also	Don Cherry	12/5/2008

				recommended "no change" to final grade.		
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Sample Reports:

Enrollment Services Student Complaint Report

1. Enrollment Services received 13 complaints during the Summer 2016 and Fall 2016 semesters. Eleven complaints were from students and two complaints were from parents of students.
2. The types of complaints included the following:
  - a. Misunderstanding of financial aid policies and requirements
  - b. No communication from faculty advisors
  - c. Incorrect information provided by daughter regarding her withdrawal from campus
  - d. Students provided incorrect information regarding contacts, forms, etc.
  - e. Roommate issues
  - f. Unable to register for classes because of online reserve
  - g. Misunderstanding of total credits counted for graduation
3. Complaints are resolved between a few minutes to several days, especially if the resolution includes communication with agencies outside the institution, as is the case for several of the financial aid complaints. It should also be noted that some complaints are not resolved. For example, students who lodged complaints regarding the denial of a prerequisite waivers do not have their complaints resolved; the denial is just reaffirmed.
4. The Assistant Vice Chancellor reviews the complaints monthly and provides a report to the Associate Provost bi-annually. The complaint logs of each department for Enrollment Services (Trio/Pre-College, Admissions, Financial Aid, Academic Advising, Registrar, GBOSS) are provided to the AVC at the beginning of each month.

The AVC shares feedback with department heads at monthly meetings. She will also provide feedback to other areas on campus to assist in improving services within Enrollment Services and other areas.

For this report, there are multiple complaints regarding information/referrals to Enrollment Services for activities that are handled by departments/faculty. Feedback will be provided to these areas to ensure that the correct course of action for the student is understood.

Instructional Services Division Student Complaint Report

This memorandum is to document that the Information Services Division has received no student complaints for the review period ending December 1, 2016.

The Information Services Division reviews any student complaints at our bi-weekly Division leadership meetings. When a complaint is received and has been discussed, a unit manager is assigned responsibility to work with and resolve the complaint. The Chief Information Officer

for the Division is responsible for monitoring complaints to ensure they are properly addressed. When a complaint review is completed, it is brought back to the bi-weekly Division leadership meeting for discussion to determine what changes may be needed in policy or operational procedures to improve Division operation.

## **Appendix B.3. Draft University Student Complaint Procedure**

## UWGB Student Complaint Policy and Procedure

### AC-30-17-1

#### ~~Background Statement:~~

The U.S. Department of Education requires the University of Wisconsin-Green Bay to ~~keep track of all complaints raised by students that required more than first level response~~ ~~student complaints. Many Areas and Divisions on campus collect and log student complaints as a matter of course to promote consistency in response. This is especially true of~~ For areas such as Student Affairs, which monitors Title IX compliance and ~~contributes to the~~ Institution's Clery reports ~~records of complaints are kept formally as a matter of federal compliance. However, Notwithstanding there~~ regulatory requirements for formal record keeping students may register complaints with any Area or Division ~~on campus efforts will be made to resolve the issue(s) raised, if possible and the complainant shall be entitled to confirmation of receipt and response to the issue. To demonstrate that the institution the University takes this addresses student complaints in a diliegent manner seriously, we~~ all Areas and Divisions must maintain a record of ~~these student complaints that extended beyond a first level response and their resolution final outcome.~~

—The Higher Learning Commission (HLC) monitors the University's Student Complaint Reports as part of the Accreditation Process. Reports must be included in the institution's Federal Compliance Filing, and the HLC site visit team will review the institution's procedures and records.

#### University Policy Definitions:

##### Academic Grievance

Students who have grievances related to course grades, conduct of classes, or other course matters should address those complaints first with the instructor of the course. If the student is not satisfied with the resolution, the grievance can then be taken to the chairperson of the appropriate academic department, and if resolution is not achieved there, the student may then go to the appropriate academic dean. If a resolution is not achieved with the appropriate academic dean, a student may submit a formal written complaint via the campus incident report form from the Dean of Students Office:

[https://cm.maxient.com/reportingform.php?UnivofWisconsinGreenBay&layout\\_id=1](https://cm.maxient.com/reportingform.php?UnivofWisconsinGreenBay&layout_id=1)

**Complaint:** A complaint is defined as any grievance or issue that a student is compelled to take to an individual outside the individual who's action or inaction gave rise to the complaint. This definition includes all requests for second level action whether through a formal appeal process or informally, and regardless of whether the second level actor takes action or not.

##### Examples:

*-A student who objects to a final grade given in a class and brings an academic grievance against the professor*

*-A student complaint filed with Human Resources about the conduct of a staff member of the Bursar's Office*

**First Level:** a complaint is raised directly to an individual who's action or lack of action gave cause to the complaint and has been or could be resolved by the complaint and responding party.

##### Examples:

*-A complaint raised by a student directly to a professor regarding a grade on a test, which is resolved by the two parties without further administrative process.*

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Commented [PC1]: To clarify the distinction between an issue raised to an instructor or other individual of authority which is resolved and a matter that required deeper process

Commented [PC2]: The outcome may not be a resolution, but that could just be under my definitions

Commented [PC3]: Is this too expansive?

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*-An objection to a noise citation issued by a resident assistant that is resolved in a discussion between the student and RA.*

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## Non-Academic Grievance

Students who have grievances related to University staff (Financial Aid, Bursar's Office, Cofrin Library, Academic Advising, etc.) should first address those complaints directly with the individual. If the student is not satisfied, the grievance can then be taken to the appropriate supervisor of that department and, if resolution is not achieved there, the student may then go to the Dean of Students Office. A student may also submit a formal written complaint via the campus incident report form from the Dean of Students Office:

[https://cm.maxient.com/reportingform.php?UnivofWisconsinGreenBay&layout\\_id=1](https://cm.maxient.com/reportingform.php?UnivofWisconsinGreenBay&layout_id=1).

Additional information may be found at <http://www.uwgb.edu/dean-of-students/policies-procedures/students.asp>.

### What constitutes a complaint?

~~For purposes of recording a complaint, a~~ All student complaints ~~regardless of the Area or Division which receives them~~ will be recorded as such at the point the student takes the issue ~~to a third party beyond the first level (as defined by this policy) (or further).~~ Recording is only required when the issue is unable to be resolved by the parties and needs to be addressed by a third party. ~~Issues which are erroneously initially raised beyond the first level are not required to be recorded until such time as the first level process has been completed.~~

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~~For Example, if a student complains about a grade to his or her professor, and the issue is resolved by the professor and student, then that is not a complaint. (The issue has been resolved, and the professor has done his or her job in resolving the student's issue.)~~ However, if the issue is not resolved, and the student then takes it to the chair of his or her department, or to the dean, etc., then the involvement of the third party constitutes a complaint that needs to be recorded and tracked. If the student immediately raises the issue with the Chair or Dean and the student is referred back to the professor, not recording is required at that time. ~~When in doubt, record the complaint.~~

Commented [PC4]: I think this clarification is necessary based on some confusion which we have experienced in the past

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### Procedure for Institutional Areas and Divisions:

1. Institutional Areas (Business & Finance, Advancement, and Athletics), Academic Colleges and Schools, and non-instructional and co-curricular divisions within Academic Affairs (Student Affairs, Enrollment Services, Continuing Education and Community Engagement, Instructional Technology, Library) are required to log Student Complaints.
2. Individuals within Areas or Divisions who investigate and/or resolve student complaints are expected to report the complaint, with sufficient information, to the designated student complaint records manager for their Area or Division.
3. The **Records Manager** in each Institutional Area, College, School, Division, Unit, or Office is responsible for logging student complaints:

Area/College/School/Division/Unit/Office	Student Complaints Records Manager
Advancement	Director of Analytics Records Research
Austin E. Cofrin School of Business	<a href="#">Academic Department Associate Dean or Associate Dean</a>

Athletics	Chief Of Staff
Business & Finance	Special Assistant to the Vice Chancellor
Chancellor's Office	Assistant To The Chancellor
Cofrin Library	<del>Coordinator of University Archives &amp; ARC</del> <del>Director</del>
College of Arts, Humanities, and Social Sciences	<del>Dean's Assistant</del> <del>Dean or Associate Dean</del>
ILS	<del>Dean's Assistant</del> <del>Dean or Associate Dean</del>
AND, Music, Theatre	<del>Academic Department Associate</del> <del>Chair or Associate Chair</del>
HUD, ICS, WOST	<del>Chair or Associate Chair</del> <del>Academic Department Associate</del>
FNS, HUS, Writing	<del>Chair or Associate Chair</del> <del>Academic Department Associate</del>
DJS, PEA	<del>Chair or Associate Chair</del> <del>Academic Department Associate</del>
College of Health, Education, and Social Welfare	<del>Academic Department Associate</del> <del>Associate Dean</del>
College of Science and Technology	<del>University Services Associate</del> <del>2 Associate Dean</del>
Continuing Education and Community Engagement	Executive Director of CECE
Enrollment Management	
Admissions	<del>University Services Associate</del> <del>Director</del>
Advising	<del>University Services Associate</del> <del>Director</del>
Financial Aid	Assistant Director
Pre-College	<del>University Services Associate</del> ???
GBOSS	GBOSS Front Desk Manager
Registrar	<del>Senior Student Status Examiner</del> <del>Registrar or Assistant Registrar</del>
External Affairs	Assistant To The Chancellor
Graduate Studies	<del>Student Services Coordinator</del> <del>Director</del>
Provost's Office	<del>University Executive Staff Assistant</del> <del>Associate Provost</del>
Commencement	University Services Program Associate
Grants & Research	Coordinator
International Education	Director of International Education
Institutional Research & Assessment	<del>University Executive Staff Assistant</del> <del>Director</del>
Learning Center	<del>University Executive Staff Assistant</del> <del>Director</del>
SOFAS	<del>University Executive Staff Assistant</del> <del>SOFAS</del>
Student Success and Engagement	<del>University Executive Staff Assistant</del> <del>Director</del>
Student Affairs	<del>University Services Program Associate</del> <del>Dean</del>

4. Student Complaints are logged using the Maxient software system.  
a. Procedure

**Commented [PC5]:** Should this be "Student Complaints that are brought to Student Affairs" or "Complaints that are required to be recorded under regulatory requirements" ?

- b. Procedure
- c. Procedure

5. At a minimum, the Maxient record should include the following information: **Area or Division, Complaint Type, Date of Incident, Name of Individual(s) Involved, Description of Complaint, Investigator, Outcome or Resolution, Date of Resolution.**
6. Student Complaints Records Manager should generate a **Student Complaint Report** each year and submit it to their Area Leader or Division Head by **June 1**.
7. Student Complaint Reports will be reviewed by \_\_\_\_\_ annually (?). On an annual basis the Chair, Director or Supervisor of each noted Divisions or Areas shall compile and review the Student Complaint Reports to confirm that each complaint was processed, recorded and resolved. The Chair, Director or Supervisor shall address any unresolved matters and forward a copy of the annual report to \_\_\_\_\_ as the University Record. ▲

**Commented [PC6]:** I don't know if there is an existing administrative body that would suit this purpose. Secondly I don't know if it is clear what the review would entail.

If you are looking to develop a clearing house for the annual reports, I would be more than happy to address that, but in my opinion the individual area is most equipped to review the individual complaint records to ensure that their process of resolution and recording were followed and to examine any issues which are exhibited. Please see attached suggested language

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## **Appendix B.4. NC-SARA Student Complaint Information**

Website: <http://www.uwgb.edu/provost/policies/complaint-procedures.asp>

## Program Integrity Complaint Procedures

If you are a student who resides in a state other than Wisconsin and have a complaint regarding a distance education course/program offered by the University of Wisconsin – Green Bay, please follow the procedures below, beginning at the UW-Green Bay level.

## University of Wisconsin - Green Bay Complaint Process

The current UW-Green Bay program complaint process is under review. During our period of reconfiguration, please follow the following Dean of Students procedures for student complaints.

### Academic Grievance

Students who have grievances related to course grades, conduct of classes or other course matters should address those complaints first with the instructor of the course. If the student is not satisfied with the resolution, the grievance can then be taken to the chairperson of the appropriate academic department and, if resolution is not achieved there, the student may then go to the appropriate academic dean. If a resolution is not achieved with the appropriate academic dean, a student may submit a formal written complaint via the [campus incident report form](#) from the Dean of Students Office. You may also find more information at <http://www.uwgb.edu/dean-of-students/policies-procedures/students.asp>

### Non-Academic Grievance

Students who have grievances related to University staff (Financial Aid, Bursar's Office, Cofrin Library, Academic Advising, etc.) should first address those complaints directly with the individual. If the student is not satisfied, the grievance can then be taken to the appropriate supervisor of that department and, if resolution is not achieved there, the student may then go to the Dean of Students Office. A student may also submit a formal written complaint via the [campus incident report form](#) from the Dean of Students Office. You may also find more information at <http://www.uwgb.edu/dean-of-students/policies-procedures/students.asp>

## UW System Complaint Process

Pursuant to the United States Department of Education's Program Integrity Rule, an individual may file a complaint against any of University of Wisconsin System's public institutions alleging a violation of one or more of the following categories with the University of Wisconsin System Administration ("UWSA"). Complaints that allege a violation of state consumer protection laws that include but are not limited to fraud and false advertising;

Complaints that allege a violation of state law or rule relating to the licensure of postsecondary institutions; and/or

Complaints relating to the quality of education or other State or accreditation requirements.

Under the UWSA policies and procedures, an individual should utilize the institution's internal complaint or review policies and procedures through the Office of Student Affairs or Office of the Provost prior to contacting the UWSA. If a resolution is not reached at the institution level, or if you believe that the

nature of the complaint or its impact on the system as a whole warrants an immediate review by the University of Wisconsin System Administration, please contact the University of Wisconsin System Administration - Office of Academic, Faculty and Global Programs (AFGP), [afgp@uwsa.edu](mailto:afgp@uwsa.edu) or call 608.262.5862. You may also find additional information at <https://www.wisconsin.edu/student-complaints/>

*Link to general Complaint Process for Program Integrity Issues*  
[https://www.wisconsin.edu/student-complaints/#process\\_2054394576](https://www.wisconsin.edu/student-complaints/#process_2054394576)

*Link to Complaint Form*  
<https://www.wisconsin.edu/student-complaints/complaint-form/>

### National Council for State Authorization Reciprocity Agreements Complaint Process

Pursuant to the United States Department of Education's Program Integrity Rule, the University of Wisconsin-Green Bay is required to provide all prospective and current students with the contact information of the state agency or agencies that handle complaints against postsecondary education institutions offering distance learning or correspondence education within that state. Students are encouraged to utilize UW-Green Bay's internal complaint or review policies and procedures through the Office of Student Affairs prior to filing a complaint with a state agency or agencies.

For a list of contact information to which a student may file a complaint for each state, visit the [State Authorization Resources and Directory](#) page on [www.sheeo.org](http://www.sheeo.org) and click "**Student Complaint Process, by state**" to download the most recent PDF.