

<b>Policy and Procedure Arizona State University</b>		<b>Number SWK 314</b>
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<b>Subject Grade and Other Appeals/Grievance Process</b>	<b>Effective 8/18/86</b>	<b>Revised 5/07</b>

**PURPOSE:** To define the appeals process

**SOURCE:** School of Social Work Faculty Council

**APPLICABILITY:** All faculty and students, School of Social Work

**POLICY:** Grade and Other Appeals/Grievance Process

A. Introduction

1. It is the policy of the School of Social Work to guarantee to students the right to protection against prejudice or capricious academic evaluations or other faculty actions relative to scholarly activity. This protection is provided through the Committee on Academic Professional Standards.
2. Formal grade appeals relate only to the end of semester grades because it is only at such times that formal grades are awarded. Other appeals may be made during the semester upon referral from the student and her/his advisor.
3. "Professional expectations and standards" refers to those delineated in the University Code of Conduct, the NASW Code of Ethics, and the CSW Curriculum Policy Standards. (Section 5.0 Social Work Values). Copies of these documents are on file in the Director's Office and with the chairperson of the Committee on Academic and Professional Standards.

B. Rationale

1. Students have the right to appeal grades or actions which they believe have been unfair, arbitrary or capricious.
2. The school has an obligation to provide procedures for hearing such appeals and for making decisions on them.
3. No stigma nor retaliation shall occur for either student or faculty as a result of pursuing the appeals process.

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C. Procedure

1. If a student wishes a “change” because of a grade or grievance, the student is to discuss his or her issues with the involved instructor or faculty member within **28 days** of the final grade or incident to resolve the problem directly.
2. If they do not agree about resolution of the issues, **the student is to write** his or her view of the situation, a description of the process followed for problem resolution, the dates and results of discussions with the instructor, supporting documents, and lastly complete the Grievance/Appeal form in SWG 314. This material is to be submitted to the instructor or faculty member and the School’s Academic Services Office who will then forward the material to the Program Coordinator with **5 working days** of meeting with the instructor or faculty member.
3. The instructor/faculty member has **5 working days** to respond with his or her view of the situation and with documentation. The material is submitted to the student and to the School’s Academic Services office who will then forward the materials to the Program Coordinator.
4. The Program Coordinator (BSW, MSW or PhD) reviews and discusses the materials with the student, and optionally with the instructor/faculty member with in **5 working days** after the submission of materials. At the end of **5 working days**, Program Coordinator determines whether or not to forward the student’s materials and the instructor’s materials to the Standards Committee as a grievance/appeal.
5. If the appeal goes forward, the Standards Committee meets and reviews the appeal with the student, Program Coordinator, and instructor/faculty member at their regularly scheduled meeting prior to the start of the next semester.
6. The Standards Committee makes a recommendation and submits all the documentation and their recommendations in writing within 2 working days to the Director of the School of Social Work.

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7. Within 5 working days of the committee's report, recommendations and documentation, the Director of the School of Social Work communicates a decision in writing to the student, with copies to the Chair of the committee, the instructor/faculty member, and Program Coordinator. In the instance of a graduate student's appeal relative to termination, the Director of the School communicates with the Graduate College which, in turn, provides notification to the student of action on the appeal.

**D. Grievance Procedures**

1. The policies and procedures for a grievance against a student, staff, or faculty member alleging violation of the ASU Code of Conduct, the NASW Code of Ethics, and of CSWE Standards are the same as for the grade appeal noted above, except that the formal grievance is reported on a Grievance Form.
2. This form may be initiated by student(s), staff, or faculty members and must be supported by documented behaviors.
3. All hearings by the Committee on Academic and Professional Standards shall be conducted as closed hearings to protect the liberty, interest/reputation of the parties involved, unless an open hearing is requested.