



Managing Student Complaints and Memos of Expectations

Chair Leadership Academy

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Topics:

- ▶ Student Complaints—how do we manage? Triaging the issue? (Bohsiu Wu)
- ▶ Conversation with faculty and students (Bohsiu Wu and Dan Hosken)
- ▶ Documentation: clarifying expectations with faculty (Dan Hosken and Diane Guido)
- ▶ Support and Resources on campus (Michelle Kilmnick)

Student Complaints

How do we manage? Triaging the issue

- ▶ Where did the complaint come from?
 - ▶ Students themselves
 - ▶ Concerned faculty/advisors/staff
 - ▶ “Central” (President’s Office, Provost’s Office)
 - ▶ SEFs
- ▶ Who has seen the complaint?
- ▶ Is this a first-time issue?
- ▶ Preferred resolution to work out between student and faculty
- ▶ You are not alone—Campus partners

Student Complaints- How Do We Manage? Triaging the Issue? (Bohsiu Wu)

- Student complaints are handled in the context of managing student issues.
- Two types of difficult student issues: **1) Students only; 2) Student issues involving faculty, chairs, and staff.**

1. Students Only: Needs and Risks.

- Needs: Find ways (partners) to support.
- Risks: To self and/or to others, proactive and preventative.

2. Student Issues Involving Faculty/Chairs/Staff: My role as A.D and as chair is to understand, to advocate, and to find reasonable solutions (we have options for you).

- I get chairs involved right away.
- Get the stories from all sides.
- Ascertain if other units need to be involved.
- Determine if the Dean (Provost and President) needs to be informed and/or involved.

Conversation with faculty and students

- ▶ Separate Conversations / Mediated Conversations
- ▶ Inquiry approach: first find out what's going on
- ▶ Red Flags
- ▶ Balancing student interests and faculty interests
- ▶ Mutually agreeable solutions...when possible

Clarifying expectations with faculty

- ▶ Conversation
- ▶ Follow-up / Memos
- ▶ Consultation with the Dean



Resources- CBA and Section 600

▶ Article 15.2:

Faculty unit employees, students, academic administrators, and the President may contribute information to the evaluation of a faculty unit employee. Information submitted by the faculty unit employee and by academic administrators may include statements and opinions about the qualifications and work of the employee provided by other persons identified by name.

▶ Article 15.17b:

Any student communications or evaluations provided outside of the regular evaluation process must be identified by name to be included in a Personnel or Working Personnel Action File.

Section 612.5.2.c.4:

Student consultation procedures. Each Department Personnel Committee will provide students the opportunity to provide written feedback (with appropriate accommodations) regarding the performance of a tenure track faculty member under consideration for reappointment, tenure, and/or promotion.

Support and Resources on Campus

- ▶ Deans
- ▶ Associate Deans
- ▶ Faculty Affairs
- ▶ Student Affairs (Student Conduct)
- ▶ Equity and Compliance (Title IX)
- ▶ Campus partners
- ▶ New Chairs Orientation
- ▶ Faculty handbook
- ▶ Collective Bargaining Agreements and *Administrative Manuals*