



TEMPLE UNIVERSITY  
A Commonwealth University

The Fox School  
of Business and Management

111 Speakman Hall (006-00)  
Philadelphia, Pennsylvania 19122  
(215) 204-7676  
Fax: (215) 204-5956

Office of the Dean

July 2020

TO: FSBM Students and Faculty

FROM: Ron Anderson, Dean

SUBJECT: FSBM Academic Grievance Procedures

Each year, the Fox School of Business and Management (FSBM) runs over 1000 sections of classes at both the undergraduate and graduate level. In all of these classes, we attempt to provide students with the best learning experience possible. Inevitably, though, some problems will arise between instructors and students over academic issues.

The Fox School of Business and Management (“FSBM”) has written procedures to provide both faculty and students the proper course of action to resolve all academic grievances arising in any course offered by FSBM. Grievances must be filed **within six months** of the occurrence of the alleged grievance. A complete copy of the Fox School of Business and Management Academic Grievance Procedures is attached.

These procedures involve five (5) steps. Each step is briefly summarized below:

1. The student must first make a reasonable attempt to speak with the instructor concerned and to provide copies of all relevant documents to the instructor. If the problem is not resolved after communication with the instructor, the student should communicate with the Department Chair. It is expected that student inquiries should be responded to within five (5) business days. The student must document the time, date and place of the first meeting with the instructor and provide any relevant documentation. All subsequent communication relevant to the grievance should likewise be documented and provided if proceeding to step 2.
2. If the conflict is not resolved in step #1, the dissatisfied party may meet with designated Fox Ombudsperson to request filing of an official grievance. If grounds for appeal are merited, the grievance will be sent to the appropriate administrator (at the undergraduate, masters or doctoral level), who will ensure all necessary documentation is included. If documentation is needed from the instructor/department, the administrator will outreach to obtain it. At that point, the grievance will then be forwarded to the Chair of the Student Appeal and Grievance Committee.
3. The Chair of the Student Appeal and Grievance Committee will review the grievance and make an initial determination. If the Chair determines that the complaint is not frivolous, the Chair will then convene the Student Appeal and Grievance Committee to review the complaint and submit their written recommendations to the appropriate Undergraduate or Graduate Dean. Only documentation, not testimony, is part of this step. This process should take no more than 10 business days.
4. The recommendation will then be forwarded to the Senior Associate Dean, who will review the subcommittee’s recommendations and render a final decision. This process should take no more than 5 business days.
5. When appeal warrants review beyond FSBM, students, faculty members, or the Dean’s Office may appeal to the Vice Provost for Undergraduate Studies for undergraduate students or the Graduate Board Student Appeals Committee for graduate students.

At any time during the informal or formal grievance procedure, students may use the assistance of a

Student Ombudsperson and/or the appropriate Administrator (at the undergraduate, masters or doctoral level). The role of the Ombudsperson and/or the Administrator shall be that of a mediator, not advocate. Please read carefully the attached FSBM Grievance Procedures and adhere to its requirements in the resolution of all student-faculty disputes.

Thank you for your cooperation.

## Academic Grievance Procedures

*Approved by the Collegial Assembly of the Fox School of Business and Management on  
November 2, 2020*

### **Introduction**

All students and faculty in Temple University have the right to adjudicate grievances concerning academic matters within the Fox School of Business and Management (“FSBM”) in a fair and expeditious manner. However, the standards of academic performance are reserved for faculty responsible for teaching the course in question. The procedures set forth below are for the purpose of insuring a fair adjudication of grievances. These procedures apply to all grievances arising from any course offered by FSBM. These procedures do not apply to grievances arising out of courses offered by other schools and colleges within the University.

The scope of academic grievances shall include academic matters and/or other matters affecting a student's academic degree program and/or academic performance, such as good standing, grades, written evaluations (exclusive of letters of recommendation), faculty performance, comprehensives, dissertations, and granting of degrees. Grounds for academic grievances may include: discrimination by race, color, sex, age, religion, national origin, sexual orientation, marital status, or disability; clerical error; coercion and intimidation (including sexual harassment); fraud; and violation of the rules of FSBM and Temple University.

A student who wishes to present a grievance shall do so as expeditiously as possible and must follow the steps in the order presented below. Grievances must be filed **within six months** of the occurrence of the alleged grievance. A student may withdraw a grievance at any time.

Although any student has the right to formal adjudication of an academic grievance, this right should not be abused. The formal presentation of a grievance is a serious action, and should therefore be instituted only when the situation warrants doing so. Further, all informal methods of adjudication (for example, informal conferences, mediation through the Ombudsperson and/or Administrator) must be exhausted before instituting a formal grievance.

If a student chooses to file a formal grievance, the assistance of the Ombudsperson and/or the appropriate Administrator (at the undergraduate, masters or doctoral level) may be used at any time. The role of the Ombudsperson and/or the Administrator shall be that of mediator, not advocate. The Ombudsperson and/or the Administrator will be the only third party permitted to participate in these procedures. Any formal grievance must follow the order of stages given below. The parties shall attempt to resolve the grievance expeditiously and at the earliest possible stage.

## **Academic Grievance Procedures**

*Approved by the Collegial Assembly of the Fox School of Business and Management on  
November 2, 2020*

The following is the mandated procedure for presenting a grievance:

### **Stage I:**

6. The student must first make a reasonable attempt to speak with the instructor concerned and to provide copies of all relevant documents to the instructor. If the problem is not resolved after communication with the instructor, the student should communicate with the Department Chair. The student must document the time, date and place of the first meeting with the instructor and provide any relevant documentation. It is expected that student inquiries should be responded to within five (5) business days.

Any Department may establish its own internal mechanism for the adjudication of grievances to satisfy Stages I. Any decision of the Department shall be taken as equivalent to that of the Department Chairperson.

### **Stage II:**

If the conflict is not resolved in step #1, the dissatisfied party may meet with designated Fox Ombudsperson to request filing of an official grievance. If grounds for appeal re merited, the grievance will be sent to the appropriate administrator (at the undergraduate, masters or doctoral level), who will ensure all necessary documentation is included. If documentation is needed from the instructor/department, the administrator will outreach to obtain it. At that point, the grievance will then be forwarded to the Chair of the Faculty Responsibility and Student Grievance Committee.

### **Stage III:**

The Chair of the Faculty Responsibility and Student Grievance Committee will review the grievance and make an initial determination. If the Chair determines that the complaint is not frivolous or that it would not be better adjudicated by the University Disciplinary Committee, the Chair will then convene the Student Appeal and Grievance Subcommittee of the Faculty and Student Grievance Committee to review the complaint and submit their written recommendations to the appropriate Undergraduate or Graduate Dean. Only documentation, not testimony, is part of this step. This process should take no more than 10 business days.

The Student Appeal and Grievance Subcommittee will consist of two faculty members from the Faculty Responsibility and Student Grievance Committee, who will be selected by the Chair of the Faculty Responsibility and Student Grievance Committee, and one student from the program of the student grieving (undergraduate, graduate, or doctoral). [For instance, if the matter involves an undergraduate student grievance, the one student representative on this Committee shall be from the undergraduate program.] The students representing their respective programs (undergraduate, graduate, or doctoral) must be matriculated students in their respective academic programs in the Fox School of Business and Management. The student members shall be named to the Subcommittee by the appropriate student organizations as determined by the Dean and shall be students in good academic standing. The students shall be elected for a term of one (1) year. The Student Appeal and Grievance Subcommittee shall elect one of the faculty members to serve as chairperson.

Unless precluded by University or School policies, the subcommittee shall assure a student a full opportunity to present his/her grievance, including reasonable evidence in support of his/her claim, and shall give the student's claim full and fair consideration. Likewise, the faculty member shall be offered the same opportunity to present evidence. Where the grievance seeks to change a decision taken by a member of the faculty, staff, or administration of the School, that person shall be given a full and fair opportunity to describe and document the rationale for his/her decision.

After the subcommittee has heard the grievance and reviewed the case, the Student Appeal and Grievance Subcommittee shall make a written recommendation to the Dean on the grievance. The subcommittee may recommend (by majority vote) a change of grade or other appropriate action, where that grade or action is included in the scope of the grievance. All written recommendations to the Dean shall reasonably summarize the student's claim, provide the basis for the subcommittee's recommendations and clearly state the subcommittee's recommended disposition of the student's claim.

A written report of the recommendations of the Student Appeal and Grievance Subcommittee shall be sent to the Dean no later than ten (10) business days after the conclusion of the hearing.

#### **Stage IV:**

The recommendation will then be forwarded to the Associate Dean, who will review the subcommittee's recommendations and render a final decision. This process should take no more than 5 business days.

The decision rendered by the Associate Dean is final and binding on the parties concerned. It is not subject to further hearing or appeal within FSBM.

#### **Stage V:**

7. When appeal warrants review beyond FSBM, students, faculty members, or the Dean's Office may appeal to the Vice Provost for Undergraduate Studies for undergraduate students or the Graduate Board Student Appeals Committee for graduate students.

At any time during the informal or formal grievance procedure, students may use the assistance of a Student Ombudsperson and/or the appropriate Administrator (at the undergraduate, masters or doctoral level). The role of the Ombudsperson and/or the Administrator shall be that of a mediator, not advocate. Please read carefully the attached FSBM Grievance Procedures and adhere to its requirements in the resolution of all student-faculty disputes.