APPENDIX C

POLICY ON STUDENT ADVANCEMENT IN THE SOCIAL WORK MAJOR

Social workers’ professional actions and decisions impact the lives of vulnerable persons. Because the BASW is a professional degree, meeting academic performance standards is a necessary, but not sufficient, outcome for ensuring advancement in the social work program. As future social work professionals, social work students must meet the academic standards (knowledge, skills, and competencies) and professional behavior standards of the program which are based on, but not limited to the requirements of the NASW Code of Ethics and the University of Iowa’s Code of Student Life.

Undergraduate social work students are advanced from one semester to the next based upon meeting both satisfactory academic progress and professional behavior standards each semester. The BA Program Director consults with faculty members each semester to review students’ academic progress in classroom courses and in the field experience. The BA Program Director also informally consults with faculty about student concerns that may arise at any time during the semester. Students will be notified each semester, by letter sent to their University email account, whether they are advanced to the next semester. Students who receive an unconditional advancement are permitted to continue their progress through the program. If the faculty review raises concerns about a student’s academic performance or professional behavior, the student will be notified per the procedures described in the PROCEDURES FOR STUDENT ADVANCEMENT AND PROBLEM RESOLUTION section of this document about the process for remediating the concerns.

ACADEMIC STANDARDS OF THE PROGRAM

Undergraduate social work students are expected to demonstrate the integration and application of the competencies stipulated by the Council on Social Work Education’s Educational Policy and Accreditation Standards (EPAS) described in the BA Social Work handbook. Each course in the curriculum is designed to address multiple competencies through methods including lecture content, in class and written assignments, presentations, group projects, exams, and skill practice.

Academic Performance:

- Students are expected to maintain an overall cumulative 3.0 GPA in letter-graded courses in the major and a satisfactory (S) grade in non-letter graded courses in the major.
- Students must maintain an overall 2.0 GPA. The minimum GPA of 2.0 is consistent with CLAS policy and includes a grade point average of 2.0 (C) in all college work attempted and all work undertaken at the University of Iowa.
- Students are expected to demonstrate honesty and integrity in all aspects of their academic program and adhere to the CLAS Code of Academic Honesty (http://clas.uiowa.edu/students/handbook/academic-fraud-honor-code).

PROFESSIONAL BEHAVIOR STANDARDS OF THE PROGRAM:

Students’ professional behaviors and student impairment (as discussed below) are also issues to be considered when advancing students in the BSW program. Students are expected to adhere to the University of Iowa Code of Student Life (http://dos.uiowa.edu/policy-list/current-policies-and-regulations-affecting-students-2011-2012-academic-year/student-responsibilities-6/code-of-student-life-2011-2012-academic-year/), the UI Policy on Sexual Harassment (http://www.sexualharassment.uiowa.edu/policy.php) and all other CLAS and University policies governing student behavior. Social Work students are also bound by the NASW Code of Ethics in their interactions in the program and field placement. Additional or more specific descriptions of professional behavior are provided below. Students are expected to meet these behavioral standards in the classroom, the field setting, in interactions with faculty and peers, and when representing the School of Social Work in the community or outreach activities.

Professional Behavior and Violations:

- **Attendance:** Students are expected to abide by class attendance policies. Students are also expected to attend all required meetings requested by faculty or related to class group projects and program and field orientations. Students are expected to follow the course policy regarding notifying their instructors about absences.
Mild violation: The student misses a class, field day, or a required meeting that is not in keeping with the attendance policy or expectations for that course or activity, and does not provide ample notice and rationale for the absence.

Moderate to severe violation: A pattern of missing class, field, or other required meetings to the extent that the student may not be able to meet the course competencies, regardless of whether the absence meets University policy for excused absences.

- **Punctuality:** Students are expected to arrive to class, advising appointments, field placement, and other meetings on time. Students are also expected to complete assignments and other departmental or University requirements on time.
  
  **Mild violation:** Student has some instances of arriving late to class, field placement, appointments or meetings or turns in required materials late.
  
  **Moderate to severe violation:** A pattern of being late to class, field placement, appointments or meetings, and/or turning in assignments late or requesting extensions for class work.

- **Responding to Program-Related Communication:** Students are expected to respond to correspondence from faculty and classmates with whom they are working on projects in a timely manner. This includes regularly checking their UIOWA email account, the Record, and student mailboxes for program or course information. All written communication should be done in a professional manner.
  
  **Mild violation:** Student does not respond to email requests from faculty or classmates related to course work in a timely manner. Student has a single incident of responding in a less than professional way to faculty or classmates.
  
  **Moderate to severe violation:** Student exhibits a pattern of not responding to communication in a timely manner which is determined by the nature or urgency of the communication or course policy. The student routinely communicates in an unprofessional way in their program-related communication.

- **Respectful Communication:** Students are to treat classmates, faculty, future clients, and others in a respectful and non-judgmental fashion. This expectation for respectful communication applies in the classroom, the field setting, in interactions with faculty and peers outside the classroom, and when representing the School of Social Work in community or outreach activities.
  
  **Mild violation:** All forms of disrespectful communication are considered moderate to severe violations.
  
  **Moderate to severe violation:** Interrupting when others are speaking; having sidebar conversations in class; using a tone of voice that is irritable or hostile; eye rolling or other non-verbal forms of communicating disrespect; not listening to and/or being judgmental regarding others’ opinions and views.

- **Engagement:** Students are expected to be engaged in their courses, field placement, and other program requirements. Students should also refrain from behaviors that may impact the engagement of others, such as the use of personal cell phones, social networking sites, or other forms of technology that may disrupt the learning of others.
  
  **Mild violation:** Infrequent but inappropriate use of technology in the classroom or field setting such as texting, emailing, and/or surfing the web.
  
  **Moderate to severe violation:** Student exhibits a pattern of sleeping in class; and/or a pattern of engaging in activities that exhibit inattentiveness such as texting, checking emails or Facebook, and/or surfing the web during class.

- **Acceptance of Feedback:** Students will respond to suggested feedback by faculty and field supervisors and will then take steps to integrate the feedback into their professional conduct. Students will use the feedback as a tool to help strengthen their practice and awareness of self.
  
  **Mild violation:** Student exhibits some defensiveness, anger, or a lack of ownership when receiving constructive feedback from others.
  
  **Moderate to severe violation:** Student exhibits a pattern of defensiveness, anger, denial or a lack of ownership when receiving constructive feedback from others and fails to integrate this feedback in to their professional conduct.
- **Professional Attire**: Students will dress in a fashion that is appropriate for professional situations, including field placement, meetings, interviews and interactions with current or future colleagues.

  *Mild violation*: Student occasionally dresses in a manner that is not considered professional for the particular context or setting.

  *Moderate to severe violation*: Student exhibits a pattern of dressing in a way that is not considered professional for the particular context or setting.

- **Reliability and dependability**: Students will complete all assignments and tasks by the assigned deadline for classes, group projects, committees, meetings, and/or field requirements. Students will actively participate in professional situations by attending meetings on time and being prepared to engage and participate in the agenda.

  *Mild violation*: Student has an occasion where work is incomplete or inadequate or disregards deadlines for assignments.

  *Moderate to severe violation*: Student exhibits a pattern of producing incomplete or inadequate work or disregarding deadlines for assignments.

**Student Impairment**:

The National Association of Social Worker’s Code of Ethics, Section 4.05, addresses social worker impairment that may interfere with professional social work practice and requires social workers to take necessary steps to address the impairment. Impairment may be reflected in a student's inability or unwillingness to control psychosocial stress, mental health issues, substance abuse, or other personal problems that interfere with professional functioning. Students who are impaired show signs of being unable or unwilling to comprehend and resolve their personal issues in a manner that does not interfere with their professional responsibilities (Bemak, Epp & Keys, 1999; Lamb, Presser, Pfost, Baum, Jackson & Jarvis, 1987). Students are encouraged to contact the University Counseling Service -- [http://www.uiowa.edu/ucs/](http://www.uiowa.edu/ucs/) -- for assistance with any problems they experience.

**PROCEDURES FOR STUDENT ADVANCEMENT AND PROBLEM RESOLUTION**

A student’s academic problems or professional behavior violations or impairment may be self-identified or be observed by a student, faculty member, field instructor, adjunct instructor, academic advisor, staff person, agency field supervisor, agency colleague, or client. Concerns must initially be reported to the BA Program Director. If the concern is being brought by a faculty or staff member of the School, the faculty or staff member will serve as the school representative for the concern process. If the concern is brought by another student or an individual outside the School, the BA Program Director will serve as the designated school representative who will address the student concern process. If the BA Program Director, in his or her judgment, has a conflict of interest, the Director of the School will appoint an acting BA Program Director to serve in the role to address that particular concern.

Student advancement issues can be addressed through an informal or formal concern process depending on the seriousness of the concern. At any procedural point, the student may begin a grievance process (please refer to the Appeal/Grievance Policies and Procedures Policy on page C-12 of this document).

**Informal Concern Process**

If the student is experiencing an academic problem that appears temporary or the student’s professional behavior expectations constitute a ‘mild violation’, the individual raising the concern will notify the BA Program Director. The BA Program Director may respond to the concern directly or consult with the school representative about how to address the matter with the student.

The school representative will request a meeting with the student to discuss the concern. In some situations, simply informing the student of the concern is sufficient at this informal level. An outcome of this meeting could also be a determination that the student has not violated a professional behavior standard and no further action is required. In circumstances involving a minor academic concern or a mild violation of professional behavior standards, the school representative and student can identify a plan for addressing the concerns. The school representative will document the discussion about the concern in an email to the student, which will be copied to the BA Program Director, and if resolved, no further action is needed and the student continues to advance through the program.
Formal Concern Process

If the conduct addressed in an informal meeting cannot be resolved informally, the concern falls within the “moderate to severe” violation category, or there is reason to believe the student is impaired, the BA Program Director may designate the issue for resolution by the formal concern process. The formal concern process is appropriate when students have not met or are unlikely to meet program standards (academic or professional).

1. Letter of Concern, Probation and the Advancement Meeting

A letter of concern is the means by which the School notifies a student that the student is not meeting a standard for advancement.

The purpose of this process is to address academic standards or professional behavior standards before the concern results in dismissal.

a. Letter of Concern. When the BA Program Director designates an issue for resolution by the Formal Concern Process, he or she will ask the school representative to write a letter of concern to the student. The letter will specify in what way(s) the author of the letter believes that the student is not meeting the School’s standards. The letter will be sent to the student by email (UI account) and by mail, with restricted delivery (requires a signature) and copied to the student’s advisor and the BA Program Director.

Upon receipt of the Letter of Concern, the student must contact the school representative to schedule the Advancement Meeting described below with the school representative, the student’s advisor, and the BA Program Director. If the student fails to respond to the letter within two weeks of the date it was sent, the school representative may notify the BA Program Director who may initiate the dismissal process described below.

If the school representative has a concern about a student’s conduct or impairment that he or she believes is so egregious as to be grounds for immediate dismissal, the school representative will notify the BA Program Director and the Director of the School of this concern. The school representative will write a summary description of the concern. If the Program and School Directors concur that the circumstance meets grounds for immediate dismissal, the BA Program Director will write a letter of dismissal to the student. The letter will specify in what way(s) the student is not meeting the School’s standards. The letter will be sent to the student by email (UI account) and by mail, with restricted delivery (requires a signature). The student has a right to grieve this dismissal decision through the process described below.

b. Advancement Meeting and Remediation Contract. In situations not involving an immediate dismissal, the school representative will meet with the student, the student’s advisor, and the BA Program Director, to develop and agree to a plan to assist the student in addressing or remediating the concern. The BA Program Director will write a remediation contract, obtain signatures and place the contract in the student’s file. The contract will state

i. the nature of the concern(s) in an appropriate level of detail

ii. the actions to be taken by the student and, if applicable, others

iii. the dates by which each action must be completed.

iv. the date when the BA Program Director and the school representative will review the contract to determine whether all actions were completed on time

v. the student is on probation until the terms of the contract are met

The contract must be signed by the student, the BA Program Director, and the school representative.

c. Refusal to Meet or to Sign the Contract. By signing the remediation contract, all of the signatories agree to the terms of the contract. If a student is unwilling to meet to develop a remediation contract or is unwilling to sign the contract, the School may conclude the student has not demonstrated sufficient commitment to progress in the program and may be dismissed. If the student does not agree to sign the contract, he or she can initiate a grievance process with regards to the contract.
d. Probation and Letter of Advancement with Probation. Students who have a remediation contract are on probation. When a student has an approved remediation contract that extends past the current semester, the BA Program Director will write a letter of advancement with probation, stating the student is advanced to the next semester on a probationary basis. A student on probation may be restricted from entering the field placement until the concern is sufficiently resolved.

e. School Representative Report. The school representative, on or before the date specified in the contract, will meet with BA Program Director to discuss the student’s progress meeting the conditions of the remediation contract. The school representative who wrote the letter of concern writes the Report, which states whether the student has completed all actions in the remediation contract by the agreed on dates. The report states which actions were met and unmet. The Report is sent to the BA Program Director and copied to the student and the advisor.

f. Failure to Fulfill the Remediation Contract Requirements. When the student does not meet all action steps in their remediation contract by stated deadlines, the BA Program Director will begin the dismissal process described in Section 2 below. This dismissal process pertains only to the School of Social Work. A student dismissed from the School is not dismissed from the University unless the reason for dismissal meets the CLAS criteria (see http://clas.uiowa.edu/students/handbook/dismissal).

The school recognizes three potential circumstances in which the failure to meet remediation contract requirements may not warrant dismissal:

(a) If the student renegotiated the remediation contract PRIOR to deadlines. Renegotiation includes meeting with members of the advancement committee, rewriting the remediation contract and obtaining signatures;

(b) If the student can document an emergency that prevented him or her from renegotiating the remediation contract before deadlines stated in the contract or that prevented him or her from completing an action in the contract before its deadline; and/or

An emergency may, but need not, involve the student's physical or mental health; family, such as caring for a parent or child with a health condition; maternity; finances; and military or religious service. Students must speak with the BA Program Director and their advisor to discuss how to document the emergency.

(c) If the student believes someone violated, misinterpreted or improperly applied a University, College, or School procedure, rule, regulation, or policy during the advancement process that prevented him or her from meeting the remediation contract action steps and/or from renegotiating a new contract before the deadlines stated in the contract.


Advance. If the Report concluded the student completed all actions on time, the BA Program Director will write a letter of advancement to the student and the student’s advisor stating the student is no longer on probation and is advanced to the next semester.

If the BA Program Director, after receiving a Report, concludes the student will be dismissed from the program, the BA Program Director will send an email to the student’s University of Iowa email account informing the student of the dismissal decision and instructing the student that he or she can meet with the BA Program Director or Director of the School. If the student does not contact the BA Program Director to schedule an appointment within one week of the email, the BA Program Director will write and send the letter of dismissal.

At the meeting with the student, the BA Program Director and the school representative will discuss the Report and hear any evidence that the student may offer relating to why the student believes he or she should be permitted to remain in the program. Following this meeting, the BA Program Director will take one of two actions: dismissal or an alternative action.

Dismiss. If the Report concludes that the student did NOT complete all actions on time, and the BA Program Director does not believe that the evidence proffered by the student at the meeting warrants the student’s continuation in the program, the BA Program Director will write a letter of dismissal to the student stating the student has not met all conditions of the program and/or remediation contract, is not advanced to the next semester, and will not be permitted to re-register. A copy of the dismissal letter is sent to the student, the Director of the School, the school representative, the student’s advisor, and the College.
The letter must include a copy of the Report and will be sent to the student by email (UI account) and by mail, with restricted delivery (requires a signature). The letter will state that the student has two weeks to contact the Director of the School to schedule a meeting or telephone conference to discuss the dismissal. At this meeting the student is expected to present all evidence that he or she believes is relevant to the situation and, if appropriate, state which University, College, or School procedure, rule, regulation, or policy was violated, misinterpreted or improperly applied in the dismissal process. See School of Social Work Problem Resolution Policy and Procedures (below) for additional details.

**Alternative Action.** If the Report concluded the student did NOT complete all actions on time, but the BA Program Director concludes that good cause exists for the student to remain in the program, the BA Program Director will prescribe any additional conditions required for the student to remain in the program through alternative action, and the timeframe by which those conditions will be met. The BA Program Director will notify the student of his/her decision by letter, with a copy to the school representative and the student's advisor. The letter will also state whether the student remains on probation while an alternative action is being taken.

**Dismissal, Confidentiality and Letters of Recommendation**

All faculty, staff and other school representatives will abide by all applicable privacy rules and FERPA regulations regarding the disclosure of the fact that a student was dismissed from the social work program.

When students ask for letters of recommendation, staff or faculty members will
a. ask for the request in writing,
b. ask the student to state whether the student waives the right to read the letter prior to the staff or faculty member submitting it, and
and
c. inform the student that a faculty or staff member can decline to provide a letter of reference for the student.
School of Social Work Advancement and Grievance Outcomes

School Representative identifies a standard unmet or unlikely to be met

BA Program Director informed of concern

Concern addressed informally

School Representative writes letter of concern and sends to student and also sends a copy to the advisor and Program Director

Student's failure to respond to the letter may result in dismissal

Advancement Meeting, Remediation Contract and Probation

Failure to sign the contract may result in dismissal

School Representative writes report on student's progress on contract

Contract fulfilled, student advanced

Letter of Advancement

Contract not fulfilled

Alternative action, probation extended

BA Program Director consults with the Director of School and the CLAS Undergraduate Dean

Contract fulfilled, student advanced

Dismissed

Contract not fulfilled

Letter of Dismissal
<table>
<thead>
<tr>
<th>Name of Document</th>
<th>Written by . . .</th>
<th>Sent to . . .</th>
<th>Includes</th>
</tr>
</thead>
<tbody>
<tr>
<td>Letter of Concern</td>
<td>BA Program Director or other school representative</td>
<td>● Student&lt;br&gt;● Copy to BA Program Director, advisor, student’s file&lt;br&gt;● If plagiarism is alleged, the College must receive the letter</td>
<td>● Concern&lt;br&gt;● Request for advancement meeting</td>
</tr>
<tr>
<td>Remediation Contract</td>
<td>BA Program Director</td>
<td>Copy to school representative, advisor, student’s file</td>
<td>See narrative</td>
</tr>
<tr>
<td>Letter of Advancement with Probation</td>
<td>BA Program Director if the remediation contract exceeds one semester</td>
<td>● Student&lt;br&gt;● Copy to advisor, student, student’s file</td>
<td>Decision to advance on probation</td>
</tr>
<tr>
<td>School Representative Report</td>
<td>Faculty member who wrote the letter of concern</td>
<td>● BA Program Director&lt;br&gt;● Copy to advisor, student, student’s file</td>
<td>● Concern&lt;br&gt;● Request for dismissal</td>
</tr>
<tr>
<td>Letter of Advancement or Alternative Action</td>
<td>BA Program Director</td>
<td>● Student&lt;br&gt;● Copy to Director of the School, school representative, advisor, student’s file</td>
<td>Decision to advance or alternative action</td>
</tr>
<tr>
<td>Letter of Dismissal</td>
<td>BA Program Director after consultation with CLAS Undergraduate Dean</td>
<td>● Student&lt;br&gt;● Copy to Director of the School, school representative, advisor, student’s file&lt;br&gt;● CLAS</td>
<td>Decision to dismiss</td>
</tr>
</tbody>
</table>
Types of Problems

The problem resolution process in the School of Social Work is used to address problems involving dismissal and problems not involving dismissal. Information on students’ rights and responsibilities in the College of Liberal Arts & Sciences can be found at http://clas.uiowa.edu/students/handbook/student-rights-responsibilities/rights

1. Problem Resolution involving Dismissal

Advancement of students from one semester to the next is contingent upon satisfactory performance on both academic and professional behavior standards. If students meet program standards for the semester, they will be notified they are advanced to the next semester.

Faculty members are required to write a letter of concern during the semester in which the student has not met or is unlikely to meet a program standard. Submitting a letter of concern is the first step of the advancement process. The next step is the development of the remediation contract. Students who do not meet all action steps in their remediation contract by stated deadlines are dismissed from the program.

Students who believe there was a procedural irregularity or a violation of University policy regarding dismissal must schedule an appointment with the Director of the School to discuss this issue within two weeks of receiving the letter of dismissal from the BA Program Director. Students who do not contact the Director of the School within two weeks of receiving the dismissal letter will forfeit their opportunity to resolve the problem at the departmental level. If the Director of the School has a conflict of interest, the director will appoint an acting Director.

2. Problem Resolution NOT involving Dismissal

For problem resolution not involving dismissal, students, faculty and staff consult with the BA Program Director. The BA Program Director will consult University, College of Liberal Arts & Sciences, and School policies as appropriate to understand how the problem can be resolved.

If, after consultation with the BA Program Director, the problem remains unresolved and the student believes that a grievance is appropriate, the student must meet with the Director of the School. The Director of the School will then determine whether the problem can be resolved at the departmental level. If contacting the BA Program Director is inappropriate or uncomfortable, the student may forgo contacting the BA Program Director and contact the Director of the School only. In any case, if the matter is not resolved following a meeting with the Director of the School, the student may initiate a grievance consistent with the instructions below. For grievances NOT involving advancement and dismissal, no grievance may be filed later than two years after the event that gave rise to the issue.

Grievance Policy and Procedures

Issues that may be appropriate for a grievance at the School level include a violation, misinterpretation, or improper application of University, College of Liberal Arts & Sciences, or School procedures, rules, regulations, or policies governing the BA program, including dismissal from the program when there may have been a procedural error in the advancement process or a violation of University policy. To initiate a grievance, the student must first meet with the Director of the School to discuss the matter. If the matter is not then resolved and the student wishes to proceed with a grievance, the student must submit to the Director of the School a signed, written statement within two weeks of the meeting that describes:

(a) the facts and circumstances of the alleged violation,
(b) the University, College, or School procedure, rule, regulation, or policy allegedly violated,
(c) the person or persons alleged to be in violation,
(d) the date(s) of the alleged violation, and
(e) the preferred remedy sought by the student.

Depending on the nature of the issue, the Director of the School will
(a) take action within his or her authority to resolve the issue,
(b) refer the student to the College or to another office (e.g., Office of the Ombudsperson), or
(c) determine that the issue is grievable at the School level and provide information on the procedure to file a grievance (below).

If the Director of the School determines, in his or her sole discretion, that the issue is grievable at the School level, the written statement will form the basis for an investigation of the violation, misinterpretation or application of a policy.

When a written statement is submitted to the Director of the School, the Director of the School will appoint a grievance committee of three faculty members within two weeks of the receipt of the student's written grievance, one of whom will be appointed by the Director of the School to serve as the committee moderator. Every attempt will be made to appoint members who were not directly involved in the student's allegation. The Director of the School will send an email to the student's University of Iowa email account informing the student of the committee's membership.

Anyone alleged in the written grievance to have violated a policy, procedure, rule or regulation will receive a copy of the written grievance from the Director of the School as soon as possible. That individual will respond to the allegation in writing to the Director of the School within two weeks of receiving the written grievance.

The committee will receive the written grievance and the written response(s) from the people named in the grievance statement. The committee will conduct an initial meeting within two weeks of receiving the written grievance and the written responses. Based on the committee's review of these documents, the moderator may request additional written information about the issue and schedule a second meeting within two weeks of the committee's initial meeting. If no additional information is needed, the committee may deliberate and reach a decision at the initial meeting.

The committee reviews and discusses the documents, led by the moderator, and votes whether there was a violation, misinterpretation, or improper application of an applicable rule. The moderator, in consultation with the committee members, writes the Grievance Report. In the Grievance Report, the moderator reports the vote. Two votes are needed to conclude that a violation occurred. Regardless of the committee's conclusion, the Grievance Report must describe the basis for the committee's recommendation. The Grievance Report will be signed by the committee members and submitted to the Director of the School.

The Director of the School will either accept or reject the committee's recommendation or direct the committee to clarify their decision within one week of receiving the initial Grievance Report.

The Director of the School will provide a copy of the Grievance Report and his or her final decision to the student by email (UI account) and by mail, with restricted delivery (requires a signature). If the allegation is rejected, the letter will describe additional actions the student can take to address his or her issue.

If the basis of the grievance was dismissal, the letter will state whether the student is advanced, dismissed or on probation. If the student is placed on probation, then an advancement meeting will be scheduled with the student.

**Guidelines for Developing a Timetable for Grievance Process**

In the table, below, we list the steps in the grievance process and when each step in the process will be completed. The time periods listed in Column 2 are the anticipated maximum lengths of time to complete the step. The Director of the School and Grievance Committee may complete their steps in less time. Because of breaks during the academic year, this timetable may be adjusted. See “Adjustments to the Timetable” subsection (below). Normally the grievance process, beginning with the submission of the student's written grievance, will take two to three months (excluding breaks); however, in the event of an emergency, the process may take longer than three months.

<table>
<thead>
<tr>
<th>Step</th>
<th>Action</th>
<th>Time Period</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>The student submits a written grievance to the Director of the School</td>
<td>Within 2 weeks of meeting with the Director of the School</td>
</tr>
<tr>
<td>2</td>
<td>Those people named in the written grievance receive the written grievance. The Director of the School appoints faculty members to the</td>
<td>As soon as possible</td>
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<td></td>
<td></td>
<td>Within 2 weeks of receiving the student's letter,</td>
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<tr>
<td>Step</td>
<td>Description</td>
<td>Timeframe</td>
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<td>------</td>
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</tr>
<tr>
<td>3</td>
<td>Those people named in the written grievance submit a written response to the Director of the School</td>
<td>Within 2 weeks of receiving the written grievance from the Director of the School</td>
</tr>
<tr>
<td>4</td>
<td>The Director of the School gives all documents to the Grievance Committee</td>
<td>As soon as possible</td>
</tr>
<tr>
<td>5</td>
<td>The Grievance Committee meets. If sufficient information is available to make a recommendation, the members of the Grievance Committee write and submit the Grievance Report to the Director of the School.</td>
<td>Within 2 weeks of receiving documents from the Director of the School</td>
</tr>
<tr>
<td>6</td>
<td>If the Grievance Committee needs additional information, they will meet again. The Grievance Report is written and submitted to the Director of the School.</td>
<td>Within 2 weeks of the initial meeting of the Grievance Committee</td>
</tr>
<tr>
<td>7</td>
<td>The Director of the School may request clarification from Grievance Committee.</td>
<td>Within 1 week of receiving the (initial) Grievance Report</td>
</tr>
<tr>
<td>8</td>
<td>The Director of the School either accepts or rejects the Committee’s recommendation. The Director of the School sends the final Grievance Report and his/her decision to the student by email (UI account) and by mail with restricted delivery which requires signature of receipt.</td>
<td>Within 1 week of receiving the final Grievance Report</td>
</tr>
</tbody>
</table>

**Adjustments to the Timetable**

Timeline adjustments may be required depending on semester and summer breaks.

1. If a grievance is submitted within the last two weeks of the fall semester, the process will begin two weeks after the beginning of the spring semester.
2. If a grievance is submitted within the last two months of the spring semester, the process will begin two weeks after the beginning of the fall semester unless faculty grievance committee members agree to serve in the summer.
3. If a grievance is submitted in the summer, the process will begin two weeks after the beginning of the fall semester.
4. If the grievance process is underway but is interrupted by a break (i.e., Thanksgiving, spring break, or by December and August interim periods or by the summer session), the timetable may be adjusted.