Student Conduct, Rights, and Responsibilities

Frequently Asked Questions for Faculty:
Grade Appeals and Student Complaints

For more information, please see Executive Memorandum 04-36
https://www.csuchico.edu/scrr/integrity.shtml

Do I have to report incidents of academic integrity?

Yes. According to EM 04-36, Section 3, Subsection B:

“Academic dishonesty cases that occur in the classroom shall be handled by faculty members. However, after action has been taken by the faculty member, the faculty member shall complete a form that identifies the student who was found responsible, the general nature of the offense, the action taken, and a recommendation as to whether or not additional action should be considered by Student Conduct, Rights, and Responsibilities.”

“This process provides an opportunity to hold students accountable for multiple academic dishonesty situations that may occur with several departments but never be known because there is no central location to gather the information. By having a central location for all academic dishonesty cases, there is a better understanding of the trends in academic dishonesty and the opportunity for academic affairs and student affairs to address any problem trends in a formal way.”

How do I report?

Faculty can report an academic integrity violation by using the Academic Incident Report found here https://cm.maxient.com/reportingform.php?CSUChico&layout_id=3.

What is the difference between Report only and Referral?

- A report only to Student Conduct, Rights, and Responsibilities means that no further action or investigation is requested by the faculty member. If additional reports of academic dishonesty have been received by SCRR regarding a particular student, further administrative investigation and action may be taken. A faculty member may report a student to SCRR in lieu of, or in addition to any academic sanction they may have applied.
- A referral is a formal request for administrative investigation. If found responsible, appropriate sanctions may be implemented. A faculty member may refer a student for disciplinary action in lieu of, or in addition to any academic sanction the faculty member has imposed.
Can I resolve the situation informally?
Of course. Student Conduct, Rights, and Responsibilities encourages faculty members to attempt to resolve all minor cases of academic integrity informally. However, if you choose to resolve informally you will still need to report the incident as stated above.

I discovered a violation and it is the end of the semester. What grade should I assign?
Grades are assigned at the discretion of the instructor. Instructors may also assign an appropriate letter grade as they see fit. However, if instructors would like to wait to assign a grade until the outcome of the case is determined by SCRR, they may assign a grade of “RD” (report delayed), in order to take Student Conduct, Rights, and Responsibilities findings into consideration. If the student was found not responsible the student may then submit a grade appeal to the instructor if a lower grade had been previously assigned.

How long will the process take?
Although EM 04-36 does not have a timeline, we will attempt to complete the process in twenty (20) working days.

What appears on the academic transcript when I report a student for an academic integrity violation?
If found responsible and the student is placed on Disciplinary Probation or Suspension, an annotation will be placed on the transcript for the duration of the probation or suspension. Generally, students found responsible are not eligible for “Grade Forgiveness” for the grade received in the class in which the violation was committed.

Will I be notified of the outcome of SCRR’s investigation?
Yes. If SCRR conducts an investigation into the incident, you will be sent a “Notice of Outcome” informing you of the outcome. If the student is found responsible, the notice will include the range of possible sanctions the student may have received. In order to protect a student’s privacy, we do not share specific sanctions imposed on students.

Complaints/Grievances
Please see EM 20-012 and EM 20-013 for more information on this process.
How does a student initiate the complaint or grievance process?
Students must complete a “Notice of Dispute” form and submit it to SCRR. Students have up to 10 instructional days into the following semester to submit.

Is the student required to attempt informal resolution?
Yes. With exception of Title IX/DHR cases, students are always informed of their responsibility to meet with you first, and then the Department Chair and College Dean if necessary. The Notice of Inquiry is the beginning of the informal resolution process.

What happens if the situation cannot be resolved informally?
The student has 15 instructional days to informally resolve the dispute. If during that period the student finds there will not be an informal resolution, they may file a request for a formal grievance hearing. Requests should be filed 2 instructional days after failing to resolve the matter informally during the semester in which the incident occurred or 10 instructional days into the following semester. (Please see EM 20-012 and EM 20-013)

What is a formal student grade appeal or student complaint hearing?
A formal student grade appeal or student complaint hearing is a process which gives all involved parties an opportunity to be heard by an impartial panel.

What is the timeline leading to the formal grade appeal or student complaint hearing?
1. Within five (5) instructional days of receiving the request for formal grade appeal or student complaint, SCRR will notify you, the Chair and Dean (or other appropriate staff and administrators) regarding the complaint.
2. Within 5 instructional days, the Dean will notify SCRR in writing whether all informal means for resolving the complaint have been exhausted.
3. Within 5 instructional days and if all informal means for resolution have been exhausted, SCRR will forward all materials to the facilitator.
4. Upon receipt of all materials by facilitator from SCRR, the facilitator will hold a meeting to select the panel for the Hearing.
5. Within 15 instructional days of selection, the panel will convene for the hearing.
What happens at the hearing panel selection meeting?

Individuals are selected from a pool of potential panelists, which includes two faculty members from each college and fourteen students selected by random sample. Both parties are required to attend the meeting to select panel members. During this meeting, both the student and the individual being grieved will be given an opportunity to exercise challenges to any potential member where a conflict may exist. Both parties are required to turn in a list of witnesses with a brief statement regarding the nature of their involvement. The facilitator will also review the hearing process, answer any questions and inform every one of the date, time, and location of the hearing.

Who presides over the hearing?

There will be four facilitators chosen from the faculty pool that will serve on a rotating basis.

Who attends the hearing?

Formal Student Grade Appeal or Complaint Hearings are closed and limited to the Grievant, the Respondent, and their respective representatives, witnesses, the Facilitator, the Panel, and support staff from SCRR.

What is the policy on representation during the grievance process?

Both parties may have an Advisor. The Facilitator must be provided with the name of each party’s representative no less than two (2) instructional days prior to the Hearing. However, if either the Grievant or Respondent is an attorney, both parties may be represented by attorneys. Both parties are responsible for notifying their representatives of all relevant information and ensuring their presence at the hearing.

How is evidence prepared and presented at a hearing?

All exhibits and/or witness declarations must be clearly labeled and prepared by both the Grievant and Respondent and submitted to the Facilitator at least five (5) instructional days prior to the Hearing. All witnesses planning on providing testimony during the hearing must submit all information to the facilitator by this same deadline. Prior to the Hearing, copies of witness reference materials, including regulations, student handbooks, or statements from University catalogs, should be included as exhibits, and enough copies should be made by the Grievant or Respondent for both the other party as well as all panel members.
The facilitator shall admit evidence which reasonable persons are accustomed to relying on in the conduct of serious affair, but shall exclude evidence that is irrelevant, inappropriate, or unduly repetitious.

**How does the Panel formulate the recommendation?**

At the conclusion of the Hearing, the Panel meets to deliberate on a recommendation. Deliberation occurs between panel members only. Three of the four members of the panel constitute a quorum. When the grievance involves a grade dispute, both faculty members on the panel must be present to constitute a quorum. Additionally, if the panel finds in favor of the Grievant, student panel members may not vote to determine the final grade. In all cases, the Facilitator must be present for consultation and to vote in the event of a tie.

**Who makes the final decision on the outcome of a formal grievance hearing?**

In grade appeal and academic complaint cases, the Provost makes the final decision. In other complaint cases, an appropriate Vice Present makes the final decision.

**How and when is the recommendation sent to the Provost or appropriate Vice President?**

All recommendations and materials on file form the basis of the report, which is submitted to the Provost within ten (10) instructional days.

**What is an “instructional day”?**

"Instructional days" are days on which regularly scheduled classes or examinations are held.

**Can the outcome of a student grievance hearing be appealed?**

The President will manage appeals of the Provost’s decision from either party. The appeal must be made in writing, copies provided to all and delivered to the President within five (5) instructional days from the date of the Provost’s decision. The written appeal must include the name of the person appealing the decision and the reasons for the appeal along with supporting facts.