Appendix A

University of Michigan
School of Art & Design

Student Appeals Process

A. Purpose

1. This student appeals process exists to provide student complainants as well as School of Art & Design faculty and staff respondents with a just process by which opposing views may be expressed and equitable decisions may be made relating to student grievances on matters of grades, academic misconduct, financial aid, illegal racial or sexual discrimination, intimidation, or harassment, violations of the Family Educational Rights and Privacy Act involving inaccuracy of student records or improper access of records to third parties without student comment or consent, and/or any other alleged arbitrary, capricious, or otherwise unprofessional conduct toward a student by a School of Art & Design faculty or staff member.

B. The Mediator

1. In the student appeals process, the School of Art & Design's Assistant Dean for Academic Programs and Student Affairs will serve as Mediator. The Mediator will not serve as an advocate for either party. In the event that the Assistant Dean for Academic Programs and Student Affairs is in a conflict of interest position in a grievance procedure, an Alternate Mediator will be appointed by the Dean of the School of Art & Design for that one case only.

2. The Mediator's duties are to:
   a. Insure that both the grievant and respondent have complete information on the appeals process as detailed below.
   b. Explain the appeals process to the student if necessary.
   c. Receive, acknowledge and record the history of student grievances and responses to them.
   d. Investigate the alleged grievance and circumstances surrounding it.
   e. Talk with both parties and make every attempt to get them to resolve their differences in a way satisfactory to both.
   f. Maintain accurate records of all grievance procedures.

C. The Appeals Process

1. Before submitting a grievance to the Mediator, students are encouraged to seek resolution to their problem by talking directly with the faculty or staff member involved. Should direct and informal dialogue yield unsatisfactory results, the student may then consider mediation.

2. The student appeals process consists of two distinct mediation phases. These are:
   a. Informal mediation
   b. Formal mediation

3. Upon the initiation of an appeals procedure, the Mediator will give a copy of the School of Art & Design's Appeals Process document to both the grievant and the respondent. Both will be asked for a written acknowledgement that they have received and read this information. By this acknowledgement the grievant officially initiates the appeals process.

4. Informal Mediation
    a. The grievant must submit to the Mediator a written account of his/her grievance. This should normally take place within 60 days of the occurrence giving rise to the complaint. The grievant should describe the exact nature of the complaint, supporting the claim with any available evidence.
    b. The mediator will file the complaint and acknowledge its receipt.
    c. The mediator will give the respondent a copy of this grievance, and request a written response from the respondent, who should normally reply within ten (10) working days.
    d. The Mediator will acknowledge and record receipt of the respondent's reply and give a copy of it to the grievant.
    e. The Mediator will study the grievance and the response, and investigate the matter as necessary.
    f. The Mediator will attempt to get the correspondents to resolve their differences in a way satisfactory to both.
    g. If this mediation fails to satisfy the grievant, the matter then goes to the Student Appeals Committee for formal mediation.
    h. If the grieving student requests the presence of a student on the committee, that student will be selected from a standing panel of two (2) undergraduate students (selected by the Assistant Dean for Academic Programs and Student Affairs) and two (2) graduate students (selected by the Associate Dean for Graduate Education) on the basis of lack of involvement in the grievance. The standing panel of student members will have received training and signed a waiver covering confidentiality.

5. Formal Mediation
   The Student Appeals Committee will
    a. Study the particulars of a grievance as supplied by the Mediator and the correspondents.
    b. Convene to hear the case, (usually within two weeks) hearing from both correspondents and any others involved.
    c. Deliberate on the evidence presented by the correspondents and other witnesses, and solicit and hear new evidence if necessary;
    d. Arrive at a collective decision as to whether a legitimate grievance exists, and if so, how it should be remedied.
    e. Make a report on this decision and recommend remedies, if any, to the grievant, the respondent and the Mediator. This will normally take place within two weeks of the hearing. The Committee may also present a dissenting opinion if the dissenting member of the committee wishes it entered into the record.

6. In the event that, at the conclusion of formal mediation, either correspondent feels that there have been procedural omissions and/or errors committed, which, in his/her view, adversely affected the Appeals Committee's view(s) and decision(s), either correspondent may appeal to the School of Art & Design's Executive Committee to address said issues of procedural omission or error.

7. In the event that, in addressing appeals on procedural issues of a case, the Executive Committee decides that there have been omissions and/or errors, which may have significantly effected the decision, it will instruct the Appeals Committee to make the appropriate corrections in the process. The Student Appeals Committee will then repeat any aspects of the procedure found wanting.

8. An accurate record of any and all Appeals Proceedings will be maintained throughout and filed with the Mediator's Office as formal documentation of the process.

9. At the conclusion of all the Appeals Committee's work, it will stand down, and the matter will be considered closed by the School of Art & Design.

10. If there is good reason to do so, the time intervals in each phase of the Student Appeals Process may be extended upon approval by the Mediator.