

2.4.3	Policies, procedures and practices for managing candidate complaints
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## **Policies and Practices for Managing Candidate Complaints Comment Cards**

**Undergraduate Catalog (Page 298) COLLEGE OF EDUCATION AND HUMAN SERVICES**

### **Continuous Improvement and Program Quality**

The organizational structure is designed to maximize input from and empowerment of the entire education community. Cross-functional teams of college faculty, PreK-12 faculty, and students function to ensure continuous study and improvement of programs and processes around issues of importance to the college, such as technology integration, a curriculum representative of our nation's diversity and consistent evaluation of assessment data on program performance. One source of input for program improvement is gathered from **Culture of Quality comment cards** provided throughout the University and available online at the Northwest website for use in bringing issues of importance to the attention of the appropriate administrator. Students may use these cards to share comments, suggestions, or complaints regarding an office, department, program or activity in the University community. All Culture of Quality comment cards relating to teacher preparation are compiled for reporting of issues and opportunities for program or process improvements to the Council on Teacher Education.

Number of Comment Cards Received 2012-2013	Positive Comments	Negative Comments	Shared Concerns
6 Total Comment Cards	2 Comment Cards	2 Comment Cards	2 Comment Cards

Comment Cards are on file in the Dean's and the Provost's office.

### **Candidate Complaint Appeal Processes**

Candidates with complaints follow the same appeals processes as any other students on campus. This process involves providing a written appeal, along with documentation, to the appropriate person or committee. Students may appeal the decisions of these committees to a higher committee and/or authority. The following is a list of reasons for appeals, the committee to which the appeal is submitted, and the page number of the 2012-2014 Undergraduate Catalog on which the process is described (<http://www.nwmissouri.edu/academics/catalog/ug1214.htm>)

- Financial responsibilities – Financial Review Committee, then the Provost (p. 31)

- Charge of Academic Dishonesty – Department Chairperson who chooses a dept. committee, then Academic Appeals Committee (pp. 37-38)
- Grade –Departmental-level Student Relations Committee through the department chairperson or coordinator, then Dept. Chair or Dean (p. 42)
- Suspension due to low GPA – Committee on Admissions and Advanced Standing (pp. 44-45)
- Transcript/Diploma/Enrollment Hold – The appropriate vice president or the Provost (p. 45)
- Academic Policies/decisions by the Committee on Admissions and Advanced Standing or the Curriculum and Degree Requirements Committee – Academic Appeals Committee (pp. 46 - 47)
- Academic Residence Policies – Committee on Admissions and Advanced Standing (p. 48)
- Student grievances and violations of the Student Code of Conduct – Vice President of Student Affairs (p. 51)
- Parking and Traffic Fines – Student-Faculty Traffic Committee (p. 51)
- Standards for Admission to the Professional Education Program – Teacher Education Admission Committee (pp. 314-315)
- Decision of the Teacher Education Guidance Committee regarding admission to Professional Education – Dean of the College of Education and Human Services (p. 316)