



# DEAN OF STUDENTS OFFICE - FACULTY/ADVISOR INFO

## 2009-2010 Academic Year

### ISU Dean of Students Office - Referral Resources and Information

Staff in the Dean of Students Office (DSO) frequently interact with students for a variety of reasons. The following offices / resources are a part of the DSO:

- Academic Success Center
- Greek Affairs
- Hixson Opportunity Awards
- Judicial Affairs
- LGBT Student Services
- Margaret Sloss Women's Center
- Multicultural Student Affairs
- National Student Exchange
- Parent's Association
- Recreation Services
- Student Assistance
- Student Legal Services
- Student Support Services
- Vocational Rehabilitation

These offices serve to support students in many ways. Often, **Student Assistance** and **Judicial Affairs** will receive referrals. To help clarify the roles of these offices in certain areas of student contact, we have included a summary of the roles and responsibilities as we understand and explain them to students.



For questions or comments, or to request a presentation of DSO Offices and / or resources, please call 294-1020.

Iowa State University  
Dean of Students Office  
1010 Student Services Bldg  
Ames, IA 50011-2222  
515-294-1020

### Roles and Responsibilities - Student Grade Grievance Process

#### ➡ Student

First, discuss situation with faculty. If not resolved and student has well-founded reason, move forward.

Gather information related to the grievance and write a summary of the issues.

Schedule and meet with Dept Chair (of the course under consideration).

Upon written response from the Dept chair, if unresolved, schedule and meet with a representative of the Dean of the College.

#### ➡ Advisor/Faculty/College

Advise students of the grievance process for your college and/or department.

Resources:  
<http://www.public.iastate.edu/~catalog/2009-2011/geninfo/grievance.html>.

#### ➡ Dean of Students Office

**Note:** Meeting with DSO is **OPTIONAL** (not a required step in the grievance process).

For students who need additional resources and support related to the grievance process, DSO can provide referrals.

The DSO **does not** serve any formal role or make any decisions in the grievance process.

### Roles and Responsibilities - Student Grievance Process (NOT grade related)

#### ➡ Student

Gather information related to the grievance and write a summary of the issues / concerns.

Contact the DSO or Equal Opportunity and Diversity (EOD) if the issue is related to harassment or discrimination.

If the grievance is related to an assignment or course grade, follow the process for a grade grievance outlined above.

#### ➡ Advisor/Faculty/College

Refer students to DSO / EOD for harassment or discrimination.

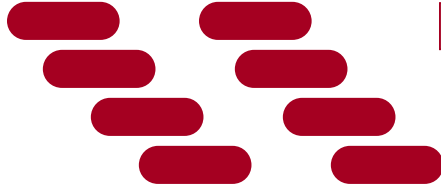
If it is related to an assignment or course grade, follow the process for a grade grievance outlined above.

#### ➡ Dean of Students Office

Advise students as to the process (EOD will be a primary contact for this process).

Collaborate with EOD on any follow-up for faculty/staff.

If there are related concerns discussed by the student, DSO can make appropriate referrals.



**Roles and Responsibilities (Continued...)**

**Roles and Responsibilities - Student Crisis or Emergency**

➔ **Student**

A student experiencing a crisis or emergency may contact either their advisor or the DSO when they need a notification to faculty members because they are unable to send notification on their own.

The DSO will inform the student that a non-specific notice will be sent to their faculty/academic advisor. The student is responsible for contacting faculty members to work with them to obtain whatever information was missed.

**NOTE:** The DSO cannot send out an email on a student's behalf unless requested directly by the student.

➔ **Advisor/Faculty/College**

If a student or family member contacts an advisor with emergency absence information, the advisor can either request the student to contact faculty by phone or email (if possible), or they can choose to pass this information on to faculty on the student's behalf.

An advisor or faculty member may ask for documentation for an absence.

Faculty members have the academic freedom to decide how to handle student absences.

Students have the right to appeal grades through the grievance process.

➔ **Dean of Students Office**

If a student is unable to contact the faculty/advisor directly due to hospitalization, serious illness, assault, etc., the Dean of Students Office **may** be contacted to send an email on the student's behalf – **ONLY** when the student is not capable of doing this on their own.

An emergency notification is not to serve as an excuse. The DSO does not do ANY investigation or collection of documentation to legitimize an absence. Please do not refer students to DSO for this purpose.

**Roles - Student Withdrawal**

➔ **Student**

Contact the advisor as soon as possible to discuss the process, obtain the necessary forms, and to be aware of the deadlines.

Gather any necessary documentation. Write the appeal or complete the necessary forms (provided by advisor).

Ensure process is completed in a timely manner, and not done during finals week (as this is prohibited by the university).

Contact other necessary offices (DOR, Financial Aid, etc).

➔ **Advisor/Faculty/College**

The advisor is the best resource for a student wanting to withdraw.

If a student is seeking a withdrawal after the drop deadline, there will need to be a discussion with the advisor about the extenuating circumstances process for their college (For some, this may be an appeal to the college's academic standards committee or a designated appeal person in the college).

Inform students what documentation or information they will need for this process. The DSO does not investigate circumstances related to withdrawal.

➔ **Dean of Students Office**

Advise students about the process (the advisor/college will be the primary contact for this process).

If the student discusses related or additional concerns, make the appropriate referrals.

If this is a University Initiated Withdrawal (involuntary withdrawal process), the Dean of Students is the primary contact, and the extenuating circumstances process does not apply.

## Roles - Academic Misconduct

### ➔ Student

Students with questions can ask the faculty involved - via email, office hours, scheduled meeting, or by phone.

If charged through Judicial Affairs, the student will meet with and discuss the situation with a Judicial Officer.

A confidential student disciplinary file will be maintained for 7 years (whether or not the student is found responsible).

If found responsible, the student is subject to disciplinary sanctions.

### ➔ Advisor/Faculty/College

If faculty suspect academic misconduct, contact the student to discuss the incident.

Refer the case to the DSO; include a summary of the meeting with the student (did they admit/deny responsibility), and any supporting documentation.

Also include any actions taken in the case (incomplete, failed project, etc).

A template for referral is available at this site:

<http://www.dso.iastate.edu/ja/academic/AD-Referral-Letter-Template.doc>

### ➔ Dean of Students Office

Receive materials from faculty. Review and send a charge letter to the student.

Meet with student to discuss the situation. Determine responsibility, and if responsible, assign appropriate sanctions.

Send outcome letter to student.

Faculty reporting will be copied on all letters to the student.

NOTE: Decisions about the academic impact of misconduct for student when found responsible rests with the faculty member(s) involved.

## DSO Office Responsibilities

### Office of Student Assistance

To clarify, the primary goals of Student Assistance Services within the Dean of Students Office (DSO) are to assist students with the following areas:

- **Navigating the process for academic concerns and statements of grievance;**
- **Referrals for personal matters / emergencies;**
- **Understanding university policies and procedures;**
- **Navigating the extenuating circumstances withdrawal process;**
- **Information on university resources and services; and,**
- **Problem-solving within the university system.**

The Dean of Students Office supports, but in no way replaces the function of college advisors, who serve many similar purposes. Instead, the office will often direct students back to their college (when they first come to the DSO) with some guidance on whatever academic process they are trying to understand.

### Office of Judicial Affairs

The Office of Judicial Affairs is responsible for coordinating and administering the judicial process at Iowa State University. This includes receiving reports of alleged misconduct, ensuring that students receive due process and fair treatment throughout the hearing process, and maintaining students' disciplinary records. Additionally, the Office of Judicial Affairs staff is committed to informing students of their rights as members of the university community and educating them regarding the responsibilities they have to themselves and the other members of the university community.

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