



Proposal to Amend RPM (New Policy)

NOTE: POLICY SPONSORS COMPLETE FORM ONLY THROUGH SUMMARY BOX

RPM No. <u>5.21</u> ; Title: <u>Student Complaints and Grievances</u>	
Proposal Sponsor: University General Counsel Name, Position and Contact Information: Liz Ellis, General Counsel, 646-2446; gencounsel@nmsu.edu	
Policy/Rule Administrator: VPSAEM Name, Position and Contact Information: Renay Scott, VP for Student Success, rmscott@nmsu.edu , 646-7067	
Summary: Proposed is a new regents policy to authorize and require administration to maintain as part of the ARP rules and procedures which will ensure notice to students about the various dispute resolution processes available to them for the fair and prompt resolution of student complaints and grievances, including processes for fact finding, decisions and review of university decisions (appeals). The proposal is consistent with the current model for the regents policies in the RPM, to provide general outlines of purpose, broad grants of authority and/or reservations of authority.	
AAG Meeting Date: February 4, 2019	Review Period Ends: March 18, 2019
Assigned Review Track: <input type="checkbox"/> Academic Track <input checked="" type="checkbox"/> Administrative Track	

Assigned Review Groups:				
	ACADEMIC DEANS COUNCIL (ADC)		EHS (Environmental Health and Safety)	OFS – OFFICE OF FACILITIES AND SERV.
	ADI		EMPLOYEE COUNCIL	POLICE
	ADMINISTRATION & FINANCE	√	FACULTY SENATE	PRESIDENT’S ADVISORY COUNCIL (PAC)
	ARROWHEAD CENTER		UNIVERSITY ADVANCEMENT	REAL ESTATE
	ASSOCIATE DEANS ACADEMIC COUNCIL		HUMAN RESOURCE SERVICES	UNIVERSITY RESEARCH COUNCIL
√	ASSOCIATED STUDENTS OF NMSU		ICT – INFORMATION AND COMMUNICATION TECHNOLOGY	√ VP SAEM
√	COMMUNITY COLLEGE PRESIDENTS’ COUNCIL		NMDA	√ Provost

All Academic Track Proposals are Subject to Final Review and Recommendation by the Faculty Senate.
ALL PROPOSALS are Subject to Final Review and Recommendation by the University Administrative Council.

5.21 Student Complaints and Grievances v020119

A. Purpose

To protect student rights and to ensure a fair and prompt resolution of disputes, complaints and grievances, including fact finding processes and procedures for review of university decisions and determinations (appeals).

B. Authorization for Student Grievance and Dispute Resolution Procedures

The administration is authorized to and responsible for maintaining and administering student grievance and the dispute resolution and appeal system(s) necessary to address the wide range of potential complaints and concerns of students.

1. Student grievance and dispute resolution procedures will be set forth in the Administrative Rules and Procedures and will be adopted and revised in the same manner as other provisions of the ARP. The rules will provide notice to students about their rights the procedures to be followed to enforce those rights.
2. Student grievance and dispute resolution system(s) will be referenced on such websites as may be appropriate to give students reasonable notice of the opportunity to obtain dispute resolution services and review of academic and administrative decisions, and may be printed or summarized in academic catalogs or student handbooks at the discretion of the administration.
3. The administration will designate the NMSU department(s) or individuals who will administer student grievance and dispute resolution system(s).

C. Grade Appeals

The administration, in consultation with the faculty, will establish a process by which students may seek review of grade assignments in their academic courses.

D. Discrimination and Sexual Misconduct

The administration will maintain rules and procedures to address complaints by students involving allegations of discrimination or sexual misconduct as prohibited under Policy 3.25.

E. Ownership of Intellectual Property

The administration, in consultation with the faculty, will maintain rules and procedures to address complaints by students concerning ownership of their creations, as set forth in RPM 11.05-Intellectual Property Management.