

## **Student Complaint Policy and Process – In Brief**

NMT's practice is to handle student complaints swiftly and fairly at the first point of student interaction.

Definitions of NMT Student Complaints are as follows:

Student complaint: Any concern with a person, process, policy or service of which a student requests clarification, investigation, and resolution; or any student appeal of a policy.

- Level 1 Complaint: A verbal complaint that is resolved. These are not tracked unless required by specific policy or law.
- Level 2 Complaint: A written complaint containing information that identifies the student that reaches the level of the Associate Vice President for Academic Affairs, the Dean of Graduate Studies, or the Vice President of Student and University Relations, who is also the Dean of Students. This type of complaint and its resolution are tracked.
- Level 3 – Formal Grievance -- Complaint: Formal Grievance, which is a written complaint alleging a wrongdoing by the institution or its faculty or staff that requests further action that what was determined or an appeal of a determination, such as an appeal for a hearing with the Student Discipline Committee.

### The Academic Issues and Appeal Policy and Procedure

The Academic Issues and Appeal Policy and Procedure is found in the Undergraduate Catalog and the Graduate Catalog; it includes who to contact for non-academic issues and sexual harassment issues.

The Academic Issues and Appeal Policy and Procedure is stated below.

#### *Undergraduate Catalog:*

##### Academic Issues and Appeal Policy and Procedure

Occasionally, students may have reason to disagree with an academic decision or feel that they have a legitimate concern about an instructor or staff member at Tech. Students should be aware that the Associate Vice President for Academic Affairs is available to discuss and advise on any troublesome matter of academic concern and frequently helps to expedite resolution of such matters.

The following procedure applies equally to grades or any other academic issues:

- The student first should discuss the issue, orally or in writing, with the instructor or staff member.
- If the student is not satisfied, he or she should then consult with the instructor's department chair or the staff member's supervisor. If the issue or concern is with the department chair, the student should meet with the Associate Vice President for Academic Affairs. Every effort should be made to resolve the issues at this level.
- If no satisfactory resolution has yet been reached, the student should then present the issue or concern to the Vice President for Academic Affairs or his/her designated representative.
- Non-academic issues must be brought to the Dean of Students.
- Sexual harassment issues must be brought to the Title IX Coordinator.

#### Academic Issues and Appeal Policy and Procedure

Occasionally, students may have reason to disagree with an academic decision or feel that they have a legitimate concern about an instructor or staff member at Tech. Students should be aware that the Dean of Graduate Studies is available to discuss and advise on any troublesome matter of academic concern and frequently helps to expedite resolution of such matters.

The following procedure applies equally to grades or any other academic issues:

- The student first should discuss the issue, orally or in writing, with the instructor or staff member.
- If the student is not satisfied, he or she should then consult with the instructor's department chair or the staff member's supervisor. If the issue or concerns is with the department chair, the student should meet with the Dean of Graduate Studies. Every effort should be made to resolve the issues at this level.
- If no satisfactory resolution has yet been reached, the student should then present the issue or concern to the Vice President for Academic Affairs or his/her designated representative.
- Non-academic issues must also be brought to the Dean of Graduate Studies.
- Sexual harassment issues must be brought to the Title IX Coordinator.

The process for non-academic/student life complaints are stated in the Student Handbook under New Mexico Tech's Guide to Conduct and Citizenship, as follows:

##### 2.0 Grievance Policy

Occasionally, students may have a legitimate grievance against a staff member at Tech. Students should be aware that the Dean of Students is available to all students to discuss and advise on any troublesome matter of concern and frequently helps to expedite resolution of such matters.

(Note: When the Student Handbook is updated for next year, this will be revised to another title, such as Student Concern and Complaint Policy, so as to not be confused with a Level 3 – Formal Grievance – Complaint.)

## Concern for Students or Student Concerns – Who to Contact

\*Academic Affairs handles any **undergraduate student academic concern** with point of contact Associate Vice President for Academic Affairs, Peter Mozley.

- If a student has a question or appeal of any academic policy:
  - Direct the student to Peter Mozley, AVPAA.
- If a student has any concern about an instructor or a course:
  - Direct the student to Peter Mozley, AVPAA.
- If a student has committed an alleged incident of academic dishonesty:
  - Contact Peter Mozley, AVPAA.

\*Vice President for Student and University Relations/Dean of Students Melissa Jaramillo handles any **undergraduate student non-academic, student life, personal concern; these are typically behavioral.**

- If you have **concerns about a student's behavior as being inappropriate for a non-academic setting:**
  - Contact Melissa Jaramillo, VPSUR/Dean of Students.
- A student who has missed class due to **personal concerns** may see Melissa Jaramillo for a request for consideration to make up work.
- A student sees Melissa Jaramillo if **personal concerns** warrant a Withdrawal without Prejudice.

\*VPSUR and AVPAA work together on any **undergraduate student concern that is both academic and non-academic.**

- If you have **concerns about a student's behavior as being inappropriate for an academic setting:**
  - Contact Melissa Jaramillo, VPSUR/Dean of Students and Peter Mozley, AVPAA.

\*Dean of Graduate Studies, Lorie Liebrock, handles all **Graduate student academic and student life/personal concerns or issues.**

### **IMPORTANT NOTES that pertain to both Undergraduate and Graduate Students:**

- If you are concerned about an UG or GRAD student’s emotional health or need for accommodations:
  - Contact Director of Counseling and Disabilities, Angela Gautier
  
- If you think an UG or GRAD student is missing:
  - Anyone who has reason to believe a student is missing should immediately notify Campus Police at 575-835-5434
  - See the Interim Missing Student Notification & Response Policy at [http://www.nmt.edu/images/stories/images/stories/NMT\\_Interim\\_Missing\\_Student\\_Notification.pdf](http://www.nmt.edu/images/stories/images/stories/NMT_Interim_Missing_Student_Notification.pdf)
  
- If an UG or GRAD student tells you about a harassment incident:
  - Contact Ms. Lynn Arthur, Interim Title IX Coordinator. Fidel 260, 575-835-5955 or [lynn.arthur@nmt.edu](mailto:lynn.arthur@nmt.edu).
  - See New Mexico Tech Interim Sexual Misconduct & Title IX Offenses Policy at [http://www.nmt.edu/images/stories/hr/New\\_Mexico\\_Tech\\_Interim\\_Sexual\\_Misconduct\\_Title\\_IX\\_Offenses\\_Policy.pdf](http://www.nmt.edu/images/stories/hr/New_Mexico_Tech_Interim_Sexual_Misconduct_Title_IX_Offenses_Policy.pdf)

Policy excerpt:

“According to guidance from the Federal Office of Civil Rights, a ‘responsible employee’ has an obligation to report Title IX violations to the University’s Title IX Coordinator. At New Mexico Tech, a “responsible employee” is anyone working directly for the University who has the authority to take action to address sexual violence or whom a student or employee could reasonably believe has the authority or duty of reporting or responding to incidents of sexual misconduct. Therefore, University faculty, administrators and other professional staff who receive information involving known or perceived sexual misconduct must report it to our designated Title IX Coordinator, even if little information is known. To the extent possible, information reported to a responsible employee will be shared only with the Title IX Coordinator. The responsible employee will not share personally identifiable information with Campus Police or other law enforcement without the victim’s consent or unless the victim has also reported the incident to law enforcement.”

### **Intervention on Behalf of the Undergraduate Student’s Success:**

- If you have a **concern about an undergraduate student’s success**, contact Elaine DeBrine-Howell, Associate Dean for Student Success, who handles **undergraduate student success intervention**.
- Elaine will work with the student and will contact other personnel/offices needed to aid the student, such as Director of Counseling and Disabilities, Associate Vice President for Academic Affairs, or Vice President for Student and University Relations/Dean of Students.
  - Examples of this include:
    - student’s concerns about GPA, financial aid, study habits;
    - your concerns about a student’s sporadic attendance, academic progress.
  - Elaine’s work furthers the academic advisor’s role in that she can direct the student to support services, figure GPA and advise the student about financial aid and other issues or direct the student to the appropriate office for those considerations.
  - Elaine handles Academic Warning; thus, if you or your advisee has any questions about Academic Warning, contact Elaine.

## **Undergraduate Academic Advising**

### **1. Incoming Student Academic Advising: Incoming Freshmen and Transfer Students**

**\*Initial Contact: Director of the Office for Student Learning**

**\*Academic Advisor – Primary Advisor**

**\*Department Chair – steps in when needed**

**\*Living Learning Community Coordinator if the Freshman is in a LLC**

**--LLC Coordinator is a secondary advisor who provides information about the LLC**

### **2. Established Undergraduate Student Academic Advising**

**\*Academic Advisor and, if needed and for additional information,  
the Associate Dean for Student Success**

### **3. Intervention Advising for Undergraduate Students**

**\*Associate Dean for Student Success; see above information**

## **When to contact the Office for Student Learning about Advising:**

- Please contact the Director of the Office for Student Learning David Cox for questions about the advising process and timeline, advisor training, the New Student Advisor CommunicationWorkflow, if you encounter problems with contacting a new advisee, and any other related topics.
- Please contact the Living Learning Community Coordinator Luz Barreras for information about the Living Learning Community program, the LLC application process, and courses related to the different LLC projects (specifically which course your advisee will need to add to their schedule).
- Major/Minor/Advisor change forms for existing students should be submitted to Melanie Apodaca in Speare 104. The form can be found online at: <http://www.nmt.edu/office-for-student-learning>

**Dean of Graduate Studies Lorie Liebrock handles all Graduate student advising and intervention.**