



MINNESOTA STATE
Board of Trustees

AGENDA ITEM SUMMARY

NAME: Academic and Student Affairs

DATE: January 24, 2024

TITLE: Proposed Amendment to Board Policy 3.8 Students
Complaints and Grievances (First Reading)

Action

Review and Discussion

This item is required by policy

PRESENTERS

Satasha Green-Stephen, Senior Vice Chancellor for Academic and Student Affairs

PURPOSE

Board Policy 1A.1 Minnesota State Colleges and Universities Organization and Administration, Part 6. Board Policies and System Procedures requires board review and approval of proposed changes to a board policy and that board policies are reviewed at least once every five years.

BACKGROUND INFORMATION

The proposed amendment consists of adding new Part 2. Definitions along with the definitions for appeal, complaint, and grievance, and clarifying the appeals process in Part 5. Appeals to the Chancellor while reformatting the paragraph into a bulleted list.

RECOMMENDED COMMITTEE MOTION (FIRST READING DRAFT)

The Academic and Student Affairs Committee recommends that the Board of Trustees approve the proposed changes made to Policy 3.8.

Date Presented to the ASA Committee: 1/24/24

Date Presented to the Board of Trustees: First Reading - no action taken.

Date of Implementation: TBD

PROPOSED CHANGES (FIRST READING DRAFT)

Single underlining represents proposed new language.

Strikeouts represent existing language proposed to be removed.

1 3.8 Student Complaints and Grievances

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3 Part 1. Purpose

4 To ensure students have a process to resolve student complaints and grievances when no other
5 designated complaint, grievance, or appeal process applies to the situation.

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7 Part 2. Definitions

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9 Appeal

10 A request for reconsideration of a grievance decision under Policy 3.8 and Procedure 3.8.1.

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12 Complaint

13 An oral or written claim concerning a college or university issue brought by a student
14 alleging improper, unfair, or arbitrary treatment.

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16 Grievance

17 A written claim submitted by a student alleging improper, unfair, or arbitrary action
18 involving an employee involving the application of a specific provision of a college or
19 university rule, regulation, board policy, or system procedure.

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21 Part 3. Policy Statement

22 A student has the right to seek a remedy for a dispute or disagreement through a designated
23 complaint or grievance procedure. Each college and university shall establish and maintain
24 procedures, using their local process and in consultation with student representatives ~~and~~
25 ~~others,~~ for handling complaints and grievances. These procedures must not substitute for other
26 grievance procedures specific in board, college or university policies or procedures, regulations,
27 or negotiated agreements. _

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29 This policy does not apply to academic grade disputes. Grade appeals must be handled under
30 the academic policy of the college or university.

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32 Part ~~43~~. College and University Policies and Procedures

33 College and university student grievance policies and procedures must comply with Board
34 Policy 3.8 and System Procedure 3.8.1.

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36 Part ~~54~~. Appeals to the Chancellor

37 A student may appeal a college's or university's final decision to the chancellor if the grievance
38 meets one of the following criteria:~~involves~~

39

- 40 • a violation of board policy, system procedure, or operating instruction,
- 41 • the actions of a college or university president,
- 42 • an issue of institutional or program quality such as a college's or university's compliance with the standards of an accrediting or licensing agency, or

- 43 • a claim of consumer fraud or deceptive trade practice.
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45 The decision of the chancellor or designee is final and binding.
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Related Documents:

- [Board Policy 2.1](#) Campus Student Associations
 - [Board Policy 2.3 Student Involvement in Decision-Making](#)
 - [System Procedure 1B.1.1](#) Investigation and Resolution
 - [System Procedure 1B.3.1](#) Response to Sexual Violence
 - [System Procedure 2.3.1 Student Involvement in Decision-Making](#)
 - [System Procedure 3.6.1](#) Student Conduct
 - [System Procedure 3.8.1 Student Complaints and Grievances](#)
 - [System Procedure 3.21.1](#) Transfer of Undergraduate Courses, Credit, Associate Degrees and the Minnesota Transfer Curriculum
 - [Operating Instruction 2.8.1.1](#) Student Fee Referendum
 - [Higher Learning Commission Federal Compliance Overview](#)
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Policy History:

Date of Adoption: 06/20/95

Date of Implementation: 07/01/95

Date of Last Review: 06/19/19

Date & Subject of Amendments:

Xx/xx/24 – Full review, added new Part 2. Definitions and definitions for appeal, complaint, and grievance, and changed the paragraph in Part 5. Appeals to the Chancellor into a bulleted list.

06/18/19 - Added a purpose section as Part 1 and renumbered the other sections, restructured several sentences to remove awkwardness, and added Part 4 at the request of General Counsel.

Additional [HISTORY](#).