



**MINNESOTA STATE**  
Board of Trustees

**AGENDA ITEM SUMMARY**

**NAME:** Academic and Student Affairs Committee

**DATE:** March 20, 2024

**TITLE:** Proposed Amendment to Board Policy 3.8 Student Complaints and Grievances (Second Reading)

Action

Review and Discussion

*This item is required by policy*

**PRESENTERS**

Satasha Green-Stephens, 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 board policy changes and that each board policy is reviewed at least once every five years.

**BACKGROUND INFORMATION**

The proposed amendment consists of adding new Part 2. Definitions, the definitions for appeal, complaint, and grievance, and clarifying the language in Part 5. Appeals to the Chancellor.

**RECOMMENDED ACTION**

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

*Date Presented to the ASA Committee:* 03/19/24

*Date Presented to the Board of Trustees:* 03/20/24

*Date of Implementation:* 03/20/24

## PROPOSED CHANGES (SECOND 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.

35

#### 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 • a violation of board policy, system procedure, or operating instruction,
- 40 • the actions of a college or university president,
- 41 • an issue of institutional or program quality such as a college's or university's compliance  
42 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 the definitions for appeal, complaint, and grievance, and clarified the language in Part 5. Appeals to the Chancellor.](#)

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](#).