

POLICY CONCEPT FORM

Name and UO Title/Affiliation:	Katy Krieger; Interim Director of Faculty Personnel and Policy, Office of the Provost Allison Blade, Associate Vice President and Chief of Staff for the Office of the Provost
Policy Title/# (if applicable):	Student Grievance Policy
Submitted on Behalf Of:	Karen Ford, Interim Provost and Executive Vice President
Responsible Executive Officer:	Office of the Provost

SELECT ONE: **New Policy** **Revision** **Repeal**

HAS THE OFFICE OF GENERAL COUNSEL REVIEWED THIS CONCEPT: **Yes** **No**

If yes, which attorney(s): Jeslyn Everitt

GENERAL SUBJECT MATTER

Include the policy name and number of any existing policies associated with this concept.

- [TEMPORARY Student Grievance Procedures \(Policy III.01.03\)](#)
- [Relevant CBAs](#) apply for employment related grievance policies and procedures
- [OA grievance policy](#)
- [Employee grievance policy](#) (for unrepresented, non-OA employees or where the CBAs are silent on a policy matter)

RELATED STATUTES, REGULATIONS, POLICIES, ETC.

Section of policy	Relevant university policy	Relevant department-level policy or procedure
Grievance policy is temporary in nature	https://policies.uoregon.edu/vol-3-administration-student-affairs/ch-1-conduct-student-activities/student-grievance-procedures	
Grievance policy does not cover unrepresented employees, separate policy	https://policies.uoregon.edu/grievance-procedures	
Grievance procedure policy does not cover information on Officer of Administration grievances, separate policy	https://hr.uoregon.edu/oa-grievance	

<p>Grievance procedure policy does not include information on CBAs related to Graduate Employees, SEIU (UOPD), SEIU Classified Employees, and Teamsters Employees</p>	<p>https://hr.uoregon.edu/representation-rights-grievances-0</p>	<ul style="list-style-type: none"> • Graduate Employees <ul style="list-style-type: none"> ○ Article 13 of the CBA • SEIU (UOPD) <ul style="list-style-type: none"> ○ Article 17 of the CBA • SEIU Classified Employees <ul style="list-style-type: none"> ○ Article 18 of the CBA • Teamsters <ul style="list-style-type: none"> ○ Article 29 of the CBA
<p>Grievance procedure policy covers Faculty grievance process that should be covered by the CBA</p>	<p>https://provost.uoregon.edu/faculty-handbook#grievances-appeals</p>	<ul style="list-style-type: none"> • CBA Article 21 • CBA Article 22

STATEMENT OF NEED

What does this concept accomplish and why is it necessary?

We are seeking to repeal the temporary emergency policy enacted by Interim President Moffitt (in replacement of 571.003) and replace it with the permanent student grievance policy per the information found in the policy's enactment and revision history (see 10 May 2023). The temporary policy expires and all relevant parties agreed to repeal it once a new policy was developed in AY23-24.

Grievants/students and grievant decision makers have reported issues on navigating current policy including where to start, support for students throughout the process, which issues are grievable or have their own policy/procedure to follow, and how these processes are engaged with by various offices across campus. We are also aiming to create the first standalone grievance policy for students with a more usable format and helpful resources and related information in response to numerous student reports including recent ASUO communications on the topic. Students have reported that they often end up in the wrong office or in the middle of an incorrect process relevant to the issue they are experiencing; this new policy addresses grievable and non-grievable matters and connects students to specific information and support. This new policy also standardizes the internal procedures between campus offices including the Dean of Students, the Division of Graduate Studies, and school/college advising offices. This policy also mirrors the process and language of other UO grievance policies found in collective bargaining agreements, OA policy, and employee grievance policy.

AFFECTED PARTIES

Who is impacted by this change, and how?

University of Oregon students (for non-employee related grievances) will now have a direct student-facing policy governing their experiences with grievances. An implementation plan is in place for notifying students and providing information on the new policy to them in an accessible manner. Currently, our approach is set to include the publication of this policy in the UO policy library, and a webpage dedicated to grievance matters. This webpage will look like the Report, a Concern page and the Care and Advocacy Program page with links to related policies, procedures, forms, and office contact information.

Administration and primary offices who handle student grievance matters will need to change their internal processes and align with the new policy. These offices took part in the advisory group and developed this new policy together in an effort to begin alignment of their work.

School/college and department/unit policies should either be more specific and publicly available to students regarding student grievances OR they should adhere to this new policy. Implementation will address onboarding administrators and faculty to this new policy and its processes. Training is already taking place for grievance administrators relevant to the employee grievance policy and CBA grievance policies. We plan to align our efforts with this line of training from HR.

CONSULTED STAKEHOLDERS

Name

Office

Date

Student Grievance Policy Advisory Group: Krista Chronister (Division of Graduate Studies), Jeslyn Everitt (OGC), Jesse Nelson (UESS), Ron Bramhall (OtP), Katy Krieger (OtP), Kathie Stanley (Student Life), Marcus Langford (Dean of Students), Jim Brooks (Financial Aid), Jula Pomerenk (University Registrar & SSEM)	Office of the Provost, Office of General Counsel, Division of Graduate Education, Undergraduate Education and Student Success, Office of Financial Aid, Registrar's Office and Student Services and Enrollment Management	November 2022-Present
Office of the Provost Policies Workgroup members: Tanya Gupta (career faculty, CAS) and Patricia Lambert (ttf, Design)	College of Arts and Sciences and College of Design	February 2023-Present (co-sponsored motion in Senate)
ASUO President Chloe Webster & ASUO input from elected student officials	ASUO (Chloe asked for input from a variety of ASUO affiliated students and provided our team with feedback)	November 2023-Present
Becky Girvan & Kristi Patrickus	Student Life	December 2023-January 2024
Norma Khedi and team	Accessible Education Center	September 2023-Present
Michael Griffel and team	University Housing	September 2023-Present
Nicole Commisiong	OICRC	September 2023-Present
Daphne Gallagher & Carol Stabile	Clark Honors College	September 2023-Present
Brett Harris	Ombuds Program	September 2023-Present
Jessica Price & Anna Shamble	OVPRI & OGC	November 2023
Karen Ford	Acting Executive Vice Provost (at the time of review)	November 2023
Daphne Gallagher, Jamie Buffalino, Collette Nilland, Stephen Duff, Dianna Carrizales-Engelmann, Sylvia Thompson, Deb Morrison, Leslie Straka, Michael Grose	Associate Deans for Undergraduate Studies (schools/colleges) or related	November 2023
Jennifer Espinola, Jen Reynolds, Sarah Keiski	Law	November 2023
John Weber	JSMA	November 2023
Brent Harrison & Chantelle Russell	PE & Rec	November 2023
Dennis Galvan	Interim Vice Provost of Academic Operations	November 2023

Hal Sadofsky	Interim Vice Provost of Academic Administration (at the time of review)	November 2023
Moira Kiltie	Associate VP and Chief of Staff of Knight Campus	November 2023
Jered Nagel	Assistant Vice Provost for Graduate Studies	November 2023
Julie Wren & Maureen Zalewski	Ballmer Institute	November 2023
Alicia Salaz	Vice Provost & Univ Librarian	November 2023
University Senate	Senate Exec and all senators	Senate Exec (11/8/23) Senate presentation #1 (11/29/23) Senate presentation #2 motion and vote (2/7/24)