

English Language Institute

Student Grievance Policy and Procedure

Grievance (noun): *A statement in which you say you are not satisfied with something; a complaint.*

Pace University Grievance Statement:

The University views students as responsible citizens who are integral members of the academic community. Policies and practices pertaining to student relations and services should reflect this point of view. All University officers will make every effort to ensure that this philosophy is implemented.

It is recognized, however, that regardless of how well-intentioned people may be, complaints and misunderstandings are bound to arise. It is the purpose of the Student Grievance Procedures to ensure that these disagreements are expressed, explored, and resolved promptly and confidentially.

English Language Institute Procedure:

The Pace University Grievance Procedure states that “claims relating to academic standing, grading or discipline are within the jurisdiction of the Academic Standing Committees and the Deans of the Colleges/Schools.” In lieu of an Academic Standing Committee or Dean of the English Language Institute, academic grievances are within the jurisdiction of the Institute’s Directors.

Message to ELI Students: In American culture, direct communication with the source of your grievance is often the preferred and expected method of conflict resolution, especially for university-aged students in an academic or professional environment. However, we recognize there may be sensitive situations for which direct communication may not be appropriate. Please note the grievance types below and the appropriate steps to take for each.

GRIEVANCE TYPE A: For student grievances concerning *course instruction (including teaching style and methods), content/materials, and assessments (procedures, feedback and grading)*, please follow these steps:

Step 1 - Informal

- Make an appointment with your instructor to discuss the problem informally.
- A student may not proceed to formal review unless informal review with the instructor has been exhausted.
- *NOTE: An informal complaint pertaining to course instruction, materials, and assessments may not be made to instructors anonymously.*

Step 2 – Formal

- If your grievance was not resolved in Step 1, you may file a formal complaint in writing to the Associate Director of Academics (ADA) or the Director of Academics (DA). If you are a Global Pathways student, you may also send a copy of your written complaint to your Global Pathways Academic Advisor. Your Global Pathways Academic Advisor will be informed of the results of your grievance inquiry.
- The complaint should include the following information:
 - The date on which an informal complaint was discussed with the instructor, and a brief summary of that discussion.
 - The reason for the formal complaint with supporting details.
- Your complaint will be handled as follows:
 - You will have a formal meeting with the ADA or DA to discuss your written complaint.
 - Your formal complaint will be officially logged by the department to document all steps being taken by all parties until the issue has been resolved and closed.
- *NOTE: A written formal complaint to the ADA or DA pertaining to course instruction, materials, and assessments may not be made anonymously. However, your anonymity may be kept from the instructor.*

GRIEVANCE TYPE B: For student grievances concerning the *ELI program and services (non-course and non-instructor related)*, please follow these steps:

Step 1 – Informal

- Make an appointment to discuss the problem informally with one ELI full-time administrator of your choice:
 - Director of Enrollment Management
 - Director of Academics
 - Associate Director of Academics in New York City
 - Associate Director of Academics in Westchester
 - *NOTE: An informal complaint may not be made anonymously. However, your discussion with an ELI administrator may be kept confidential.*

Step 2 – Formal

- If your grievance was not resolved after completing Step 1, you may wish to file a formal complaint in writing to the Executive Director of the English Language Institute
- The complaint should include the following information:
 - The date on which an informal complaint was discussed with the ELI administrator, and a summary of that discussion.
 - The reason for the formal complaint with supporting details.
- Your complaint will be handled as follows:
- If the Executive Director determines that your complaint shall be reopened, your formal complaint will be officially logged to document all steps being taken by all parties until the issue has been resolved and closed.
- *NOTE: A written formal complaint may not be made anonymously. However, your discussion with the Executive Director may be kept confidential.*

GRIEVANCE TYPE C: For student grievances relating to *unfair treatment, discrimination, or non-sex-based harassment and retaliation by a Pace University instructor, staff member or student* these claims are subject to the University's Policy Against Discrimination, Non-Sex- Based Harassment and Retaliation:

Please make an appointment with an ELI Administrator of your choice, who is available to confidentially discuss your complaint with you and advise you on the next steps you can take.

GRIEVANCE TYPE D: For student grievances relating to *sex-based misconduct (including sexual assault sexual harassment, gender-based harassment, dating violence, domestic/intimate partner violence, sexual exploitation, and stalking) by a Pace University instructor, staff member or student* these claims are subject to the University's Sex-Based Misconduct Policy and Procedure. Please make an appointment with an ELI Administrator, who is available to confidentially discuss your complaint with you and advise you on the next steps to take.

GRIEVANCE TYPE E: For student grievances concerning *final course grades*, please refer to ELI's Grade Appeal Policy below:

As a general principle, the instructor has sole authority to establish standards of performance and to exercise judgments on the quality of student performance, but in a manner that reflects reasonable and generally acceptable academic requirements. Grades assigned in this fashion are final except as the instructor may wish to review them. No faculty member, administrator, or other individual may substitute his judgment of the student's performance for the reasonable judgment of the instructor. Students who believe that a final grade received in a course was not determined in a manner consistent with the principle described above may challenge that grade by first arranging, within a reasonable period of time (approximately 5 school days from the time that the student knew or should have known of the final course grade), to meet informally with the instructor to establish a clear understanding of the method by which the grade was determined. Every effort should be made to resolve the matter at the level of the instructor and the student. Students who have difficulty arranging a meeting with the instructor should consult the Associate Director of Academics (ADA) for their campus.

If after meeting with the instructor, the student wishes to continue the grade challenge, the student may appeal in writing (with a copy to the instructor and academic advisor) to the ADA within a reasonable amount of time. The statement should clearly state the basis for questioning the grade received in the course.

The ADA's decision to have a grade reviewed or not is final. If the ADA decides that the method by which the student's grade was not proper, the ADA will apprise the instructor of the basis for questioning the grade and request that the instructor review the grade. If the instructor, for any reason, does not review the grade, the ADA will request that at least one other faculty member qualified to teach the course in question review the grade. In the process of such a review, the faculty member(s) is (are) authorized to assign a grade change and may, if necessary, require additional examination of the student's performance as a basis for the grade change.

Students may, at any point in this appeal process, solicit the advice and assistance of an individual faculty or staff member. This individual's authority in these matters is limited to mediating the relationship between the student and the instructor and/or ADA.