

Student Complaint and Equity Council Process



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Foundation

After the various audits and student survey results, the College has adopted a ***Student Complaint*** process to ensure student's voice is acknowledged. The University has a complaint process; however, those complaints are not always forwarded to the College. The new process will be shared with all students within the College this week to ensure student voice promotion. The purpose is to continue to build the foundation lacking during the audit and accreditation visits during Spring 2023. Please support this effort by sharing with students in various spaces.

The ***Equity Council*** was created to document and reduce the inequities within the College. That includes unfair or inequitable application of policies and procedures toward staff, faculty, and students. Any person

within the College can submit to the Council if all university policies or procedures result in an outcome that could be deemed inequitable.

"Student voice is already there. It's not something we give. It's something we honor. And we do when we listen."



Student Complaint

The CoED collected student concerns or complaints in various places. The strategy was found to be ineffective and, as a result, has developed a system to manage complaints. Candidates may complete the **CoED Student Complaint Form** to submit an issue. A designated person (**Equity Advisor**) receives the complaints and provides acknowledgment of receipt. The Equity Advisor will prioritize and apply the specific need depending on the issue. The **Equity Advisor** also documents complaints in a database and provides those to the **Equity Committee** to address, if

needed. Typically, the advisor can address many complaints unless they are application, attendance, course, or broader concerns. The role of the advisor is to support progress toward a goal of more equitable educational access and outcomes in higher education for candidates in need of support. Equitable educational access refers to candidates receiving what they need to develop to their full academic and social potential despite educational challenges resulting from the inequitable educational policy.

CoED Student Complaint Form

<https://forms.office.com/r/3jKf6QVCTZ>

Equity Council

Members of this committee include a representative from the college, student representatives, the equity advisor, a partner, and a representative from the assessment office. The committee aims to establish a supportive and welcoming environment where all students, staff, and faculty of all backgrounds and demographic characteristics can function. **Note. The Council is only used after all policies or procedures in place currently have been exhausted. Anyone within the College can submit to the Council to review an issue.**

Responsibilities include:

- Relating diversity and inclusion to mission, values, and objectives;
- Outlining key diversity and inclusion goals and actionable steps to achieve them;
- Helping institutionalize policies that support equity for everyone; and
- Evaluating the effectiveness of ongoing efforts and adapting as needed.

The committee meets monthly, per need, or upon special request to address concerns and ensure the equity work processes. The Office of Assessment and Accreditation data provides the themes and outcomes to determine if the College is meeting its objectives. The committee:

- Reviews policies and procedures;
- Reviews students' appeals for entry into a program;
- Reviews candidate application to the College to ensure practices and policies are not excluding students;
- Reviews any concerns from faculty, staff, and students and provide solutions; and
- Use data to improve practices.

Submissions to the Council: <https://forms.office.com/r/Um4zAy4ZM8>